



Information for Applicants



Do you want to work in an organisation that makes a real difference in the lives of people with learning disabilities?

The Westminster Society provides a range of services for people with learning disabilities and their families in our supported housing, registered care, respite and outreach. Due to our programme of continued expansion we have a range of vacancies in the organisation.

If you share our values and passion for enabling greater opportunities for people with learning disabilities throughout their lives, then this could be the organisation and job for you.

Successful applicants will receive an attractive range of benefits including:

- Up to 38 days annual leave (including bank holidays)
- Season ticket loan
- Childcare vouchers and family friendly policies
- Enhanced maternity provisions
- Professional and personal development package
- Flexible working opportunities

Our Services

- Care Homes – the society has 21 care homes that include a wide range of housing options for people with learning disabilities, from independent flats with minimal support to homes for people who need high levels of support (24 hours).
- Respite services
- Outreach team

The services are located across the London boroughs of Camden, Westminster and the Royal Borough of Kensington & Chelsea. Our team of Support Workers provide support and care to society's most vulnerable people and have the privilege to share their joy's, triumphs, failures, frustrations, sadness and laughter.

Work with us and make a difference

“Having only been here a short while, it has been refreshing to come into a great team with such growth and improvement”

Central Services

This consists of back office functions that support the frontline teams to deliver excellent services to our service users. Central Services includes:

- Finance & IT
- Human Resources
- Training and Development
- Marketing & Communication
- Volunteering

Why join the Westminster Society?

We are an award winning charity with extensive experience in supporting people with learning disabilities including people with complex needs and profound and multiple disabilities.

We place special emphasis on promoting family relationships, as this is crucial to delivering successful services.

As an organisation we know the impact that high quality employee's make on the lives of people with learning disabilities and enabling the organisation to achieve its goals and objectives.

Our senior management team has personal experience of providing direct support to adults and children with learning disabilities, and their families. This means the day-to-day delivery of services is very real to us as an organisation and we strive to continually improve the developmental needs of our workforce to ensure the delivery of the best possible care and support to the people using our services.

We actively promote equal opportunities and hold the Investors in People Gold Award, and have been recognised for our innovative recruitment practices.

Follow the links below to our website and social media:

www.wspld.org.uk

www.twitter.com/wspld

www.facebook.com/thewestminstersociety

“I absolutely love my job and it is like a family. My highlights are all of the changes I’ve seen in people and been part of.”



How to successfully apply for a job role

You will need to complete the application form, fill it in and then return it via e-mail on or before the closing date to recruitment@wspld.org

To maximise your chance of being selected for an interview it is essential that you complete ALL sections in full.

Alternatively you can send us your CV, although if short-listed we will ask you to complete an application form in advance of your interview.

All information provided by applicants is treated with full confidentiality.

Before you start completing the application form, it is to your advantage to read the job description and person specification in full.

To prepare for the interview, you should read all the information that is available on our website at www.wspld.org.uk. Where indicated in the job advertisement, you may be aware to contact the recruiting manager to have an informal discussion about the job role.

This will help you complete the best application you can and greatly increase your chances of being short-listed and ultimately offered the post.



“The Westminster Society is professional and an extremely lovely place to work”



How to complete the application form

When completing the application form the following points may be of help:

Section 1 – Your Personal Details

Please make sure you complete all of your personal details in full.

Section 2 – Why do you want to work for the Westminster Society?

It is important that when you complete this section, you provide as much information as possible about your work experience, knowledge and the skills that you have attained.

This section of the application form is used for shortlisting applicants for the interview. It is therefore essential that you use this section to tell us why you should be invited for an interview.

You should read the person specification carefully so that you understand the experience, skills and knowledge that are required in order to deliver in the job role. When completing the application form you should provide specific examples of how you meet each of the essential criteria within the person specification.

The examples of your experience that you use, can relate to similar work, or work where you have used similar skills, volunteering or experience you have gained through your personal life.

Where, for example, the person specification states ‘excellent communication skills’ you need to think of instances where you have demonstrated your communication skills. If you merely state that ‘I have great communication skills’, without giving a specific example, then you will not have provided sufficient information to show that you have excellent communication skills.

Sections 3 & 4 – Your current and previous employment

Please give details of the most recent job or voluntary work you have had. If you have never worked, please state that clearly in this section.

Please give details of your previous employment in date order, starting with the most recent jobs you have had.

Where you have been employed by an agency, please outline the details of the agency as well as the placement(s). Also, include any previous work with the Westminster Society and voluntary work / work experience you may have had.

If you need more space to detail all of your employment history, please do so on a separate sheet of paper and attach it to your application form.



“I enjoy working for the organisation, It has a lot of opportunities for staff to develop”

Section 5 – Any employment gaps you may have

If you have had any period where you have not worked, please detail these in this section. Such gaps may include unemployment, travel, maternity leave, etc.

Section 6 – Your Education & Training

Please provide details of your education and training in this section. Please include any qualifications or courses attended (this includes non-certificated courses) which are relevant to the job role.

Section 7 - Other information about you

Please make sure you complete all of the questions in this section.

Section 8 – Criminal Convictions

Some of our posts are exempt from the provisions of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (exemption) order 1975. Therefore you are asked to disclose whether you have any previous convictions, cautions, reprimands, or final warnings, regardless of whether they are “spent” or not.

All successful candidates will require a criminal record check which will be carried out by the Disclosure and Barring Services (DBS). A criminal conviction will not necessarily debar you from employment with the Westminster Society. Where a caution or criminal conviction is disclosed the Society will meet with you to discuss the circumstances and undertake a risk assessment. Please complete this section answering Yes or No and if required providing further information.

Section 9 – Your References


A final offer of employment is subject to us receiving a minimum of 2 satisfactory references covering the last 3 years. When choosing your referees, you will need to include your current or most recent employee (including voluntary work / education) as your first reference.

Where possible both references should come from a previous employer. Relatives may not be given as referees.

There can be delays in being able to provide a final offer of employment and agree a start date, because of difficulties in us obtaining references. Therefore, it is important that you provide full details of all referees and that they are correct and up to date.

It is also important that any referees you put down are willing to provide a reference and that they are aware that if a reference is not provided it will affect our ability to offer you employment. You can help be contacting your referee’s at the point of completing this application to let them know that you are applying for this job role and they may be approached for a reference.

We will contact all referees listed but only for successful applicants.



“I enjoy working for the organisation and I am proud of the way my team supports the people we work with”

What happens after you have applied for the post?

Applicants who are shortlisted will be invited to attend an interview. You will be advised of the interview process at that time and it usually consist of a competency based panel interview. For some of our job roles you may also be expected to:

- Prepare and present a presentation on a specific subject for 10 – 15 minutes
- Undertake a competency test
- Undertake a test to demonstrate the skills required for the job role

We will contact you as soon as possible to let you know if you have been short-listed and if you have, when your interview will be, including the process.

Due to the high volumes of applications, we are not able to provide applicants not short listed for interview with feedback.

If you are short-listed for an interview, we look forward to seeing you soon and wish you all the success with your application. Applicants who are unsuccessful after interview will be provided with feedback where it is requested.

All offers of employment are conditional and are subject to the following:

- DBS check
- Occupational Health Clearance
- Right to work in the UK ID and check
- A minimum of two satisfactory (satisfactory to be determined by WSPLD) references covering the last three years

Note for successful candidates:

In the event that the Society is unable to obtain and / or complete the pre-employment checks outlined above the offer of employment is likely to be withdrawn.



JOB DESCRIPTION TEAM MANAGER (ACCOMMODATION BASED)

Accountable to: Service Manager

Responsible for: Managing the service to ensure a high quality support service to adults with learning disabilities is delivered. Supporting the team and working with the people who use the service and their families to promote the Westminster Society's core values and fulfil and further the aims and objectives of the service.

Main Objectives: To manage and develop the service, ensuring effective operational management, leading the staff team in ensuring a high quality service is delivered that meets the needs of people with learning disabilities. To be responsible for ensuring that person centred support is provided and that the team has the skills and competences required to meet these aims.

Limits of Authority: To work within agreed budgets and policies and procedures of both the Westminster Society and the individual services.

KEY AREAS OF WORK

STRATEGIC DEVELOPMENT

- To ensure continuous service and organisational development through monitoring and review of business planning, complaints, surveys, audits, inspections and quality assurance processes.
- To enhance the quality of care and support by working within the Society's Core Values, Care Act and Valuing People Now.
- To oversee and ensure effective property management. Ensuring that the building is maintained to a high standard utilising the housing department and monitoring and management of health and safety tasks and meet voids.

COMMUNICATION AND RELATIONSHIPS

- To encourage relationships, support people with their emotional needs, advocate on behalf of people as appropriate and encourage self-advocacy skills.
- To liaise as appropriate with other professionals from Social & Health Services & family.
- To facilitate tenancy or residents meetings and ensure the involvement in consultation and decision making.
- To ensure and support the delivery of a Total Communication environment to maximise communication skills and maintain or develop individuals skills.
- To ensure an Active Support model of service delivery is consistent across the team.
- To demonstrate leadership to the team in showing best practice, having good organisational skills, following best practice and policies and procedures and making decisions.

RISK MANAGEMENT and SAFEGUARDING

- To manage void and referral processes. To ensure effective communication in relation to void management, to actively participate in assessment and review at all stages of placement from referral, transition, move in and review for move on. Ensuring the environment meets need and that it is an attractive, welcoming home for everyone living there.
- To ensure team awareness of the vulnerability of the people you support and be alert to potential for abuse. To use local and national policies and procedures for recognizing, recording, reporting and participating in safeguarding protocols where necessary leading in investigations which may lead to disciplinary or police action and ensuring effective compliance with all stakeholders to support safety and wellbeing.
- To ensure effective risk management within the service. Ensuring team and service user involvement and understanding of risk assessment processes.

PERSON CENTRED PLANNING AND SUPPORT

- To oversee and ensure effective person centred planning and support which identifies aspirations and plans support to develop potential through effective communication with team, service user and people important to that person.
- To deliver and monitor individualised support to address day to day needs. This will include ensuring that high standards are met and maintained in relation to health promotion, risk management, domestic standards, safeguarding and the dignified and respectful delivery of intimate personal care.
- To ensure support to maintain and develop relationships. Establishing and building supportive links with parents/relatives, maintaining internal and external working relationships, responding appropriately to concerns raised.
- To oversee the development of each persons IPlanit account ensuring outcomes are identified, linked to KPIs and monitored for delivery

HUMAN RESOURCES

- To contribute to the recruitment and selection of staff, in line with equal opportunities, diversity and the Society's values.
- To ensure a high standard of performance management; ensuring effective induction, supervision, team communication and training; addressing performance and grievance issues promptly and effectively in line with relevant procedures and in liaison with the HR department.

FINANCE AND ADMINISTRATION

- To ensure effective budget management. To be the responsible budget holder. To be involved in the setting and review of annual budgets; promoting team understanding and ensuring financial controls are observed; ensuring effective communication with the finance department and line management in relation to variances and implementation of agreed actions.
- To provide and ensure a high standard of service administration. Ensuring completion of all IT and paper based records required by the Society and within the guidance of the Care Act

MANAGING DIVERSITY

- All Society employees are expected to work individually and collectively to promote a constructive and sensitive approach to working with others from a variety of cultures and backgrounds where the work of others is valued and respected; all employees are expected therefore to carry out their tasks within the terms and intention of the Society's Diversity and Confidentiality Policies, Core Values and Employee Code of Conduct.

PERSONAL AND PROFESSIONAL DEVELOPMENT

- To manage own time effectively in order to complete all responsibilities to aid business development.
- To identify personal development needs to meet both operational and professional needs and to actively participate in supervision and appraisal.
- To attend internal and external learning events and develop relevant knowledge, techniques and skills. To maintain detailed knowledge of the organisation's services.
- To attend networking events and develop relationships with key stakeholders and external professionals.

This job description is a general guideline only of the key responsibilities of the post. These may change from time to time in accordance with the organisational and Departmental needs. The post holder will be expected to adapt a flexible approach to carry out any duties commensurate to their role.

Person Specification: TEAM MANAGER (ACCOMMODATION BASED)

QUALITIES	ESSENTIAL	DESIRABLE	ASSESSMENT CRITERIA
Education	Willingness to develop own knowledge and skills through participation in training and completion of the level 5 QCF diploma	Currently holding RMA/ LMC, Health and Social Care NVQ4./ QCF 5 or equivalent	Application form
Skills	IT Literate with the ability to write reports, complete spread sheets, use email and to develop skills in this area, using web based and Microsoft packages	PowerPoint and Multi Media Skills	Application form and assessment centre
	Communication skills: well developed oral, active listening, written and presentation skills with a wide range of people, including Service Users, multi-disciplinary Staff and a wide range of external agencies. Good attention to detail		Application form and Assessment Centre
Experience	Experience in a managerial role in a social care setting, having an understanding of managerial issues, including ability to display strong leadership, role modelling, participative decision making, recruitment, supervision and appraisal system.	Previous registration as a registered manager	Application form and Assessment Centre
	Experience of managing a budget which delivers high quality services within the care sector		Application form and Assessment Centre
	Experience of assessing need and developing and implementing outcomes based Person Centred Planning and the Active Support model		Application form and Assessment Centre
	Experience of team management including managing a rota and the ability to work on shift, delivering support and leading by experience		Application form and Assessment Centre
	Experience of working within a culturally diverse setting with an understanding of and a commitment to promote the Diversity Policy and Statement of Values		Application form and Assessment Centre
Knowledge	An awareness of community living issues for people with learning disabilities; e.g. risk taking, decision-making, building/maintaining relationships, etc		Application form and Assessment Centre
	An understanding of the Care Act Health and Safety legislation, REACH standards for Supported Living, Valuing People Now, the role of CQC and Supporting People and other relevant legislation and its implications for service provision		Application form and Assessment Centre
	An awareness of the rights and responsibilities of people with a learning disability and an ability to promote advocacy skills		Application form and Assessment Centre
Motivation/ Disposition	Customer-focused and driven on by fulfilment in reaching high standards/quality with a flexible, positive and can-do approach to problems and working practices		Application form and Assessment Centre