

# vista



**Support Worker**  
[www.vistablind.org.uk/jobs](http://www.vistablind.org.uk/jobs)

## Welcome to Vista

**My name is Susan Hoath and I am Vista's chief executive. I joined the charity in January 2019, and have been amazed by the dedication and effort that every member of staff puts in to make sure that Vista continues to offer the highest quality care and support for people affected by sight loss.**



Vista has a well-earned reputation as one of the leading independent sight loss organisations in the UK and the passion, commitment and ambition I see in our staff and volunteers is undeniable.

I can't talk about Vista's successes without acknowledging the amazing work of our care staff who provide a safe, nurturing and caring home for people who need significant support and we are very proud of all four of our residential homes. I am delighted to report that all our residential services are rated as GOOD by the CQC.



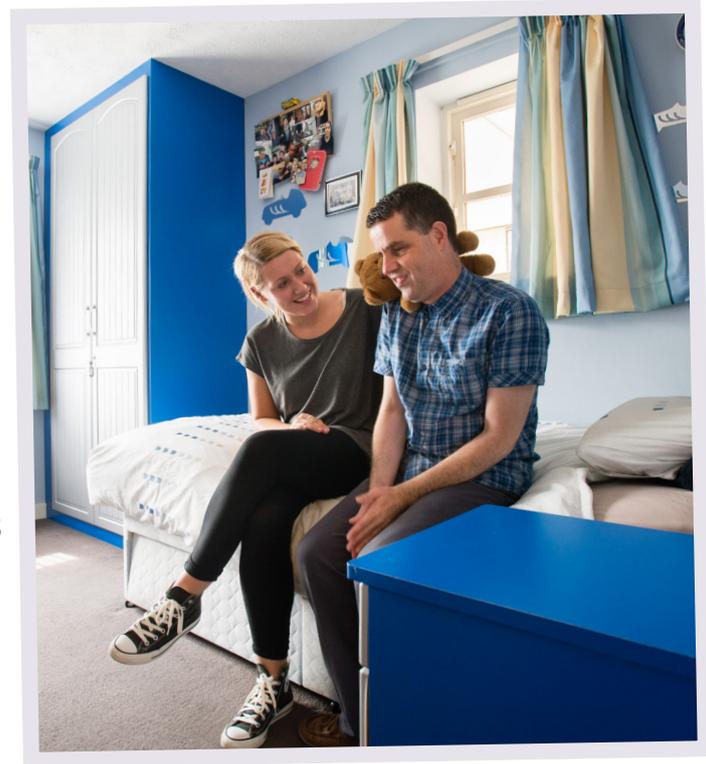
We hope that you become as passionate for providing the best possible care for our members and residents as the rest of our staff, regardless of department or seniority. We are all working together to ensure that older people and people affected by sight loss don't just survive, but thrive.

**Susan Hoath**  
Chief Executive Officer

## The Opportunity

**Our homes are warm and welcoming. They're safe, comfortable, and a 'home from home' environment. Our Support Workers help make that possible for the people we care for.**

The role is all about care, compassion and respect, and enabling our residents to take as much control of their lives as possible. You'll provide emotional, physical and social support so they can enjoy everyday life and achieve their aspirations.



To find out more and apply visit [www.vistablind.org.uk/jobs](http://www.vistablind.org.uk/jobs)

## How we work together

**Together we can change lives, and we do it better by working as a team.** So, it's vital that:

- We co-operate with each other and communicate effectively through our writing and verbally.
- We stay up to date with what's happening by taking part in staff meetings and being responsible for keeping updated if we're unable to attend.
- We regularly take part in individual supervision meetings with our line manager and reflect on our performance in an annual appraisal.
- We help each other out by working flexibly wherever possible, when needed and sometimes during unsocial hours, to respond to our residents' needs or emergencies.

## About you

**“Caring, sociable and hard working staff are what makes Kathleen Rutland Home a great place to both live and work.”**

Hayley, home manager



Our Support Workers enjoy getting to know the individuals they support by giving them plenty of time and care. And so, they quickly understand how they can help them live their life more independently. Their support makes it possible for our residents to do things they never thought they could, and that’s why our Support Workers are committed to a career in care.

You’ll get the most from your time with us if you’re serious about a career in care too and already enjoy giving first-rate support. You’ll be as keen as we are to improve continually and eager to develop your skills through up-to-the-minute and specialist training. You’ll want to use your new-found skills to bring fresh ideas to our home too. You know you have the potential to be even better, and our residents deserve the very best, and so we’ll invest in your future development. In return, you’ll want to enjoy a long-term career with us.



**‘Care work can be challenging, but it’s worth it. Vista’s training and support have been excellent, enabling me to provide the best support for the residents.’**

Allison, support worker

## How you'll make a difference

- You'll enable the individuals we support to live their life as fully as possible by helping them with their physical and personal care, in line with their support plan.
- You'll enable individuals to have control over their own life by supporting them to learn new skills and develop their abilities, both within the home and through attending courses or skills training in the community.
- You'll make it possible for individuals to be involved with the local community in their own right, with practical support and encouragement.
- You'll keep them safe by immediately reporting any accidents or injuries and taking appropriate action.
- You'll help those we support to play their part in keeping their home clean, tidy and safe.
- You'll make it possible for them to do more of what they enjoy by initiating, organising and delivering those activities within their home and the local community.
- You'll take the time to understand any communication difficulties, and support them to make themselves understood, and easily understand any information shared with them.
- You'll make it possible for the individuals we support to live their life however they wish by helping them make choices and take part in decisions relating to their home



- You'll enable them to enjoy outings, shopping trips or go on holiday with support to make it possible
- You'll make mealtimes more enjoyable and help individuals with their food and drink when they need a hand, and in line with their support plan.
- You'll help make life easier for our residents by keeping up to date with their care needs, including checking the report book and completing reports to keep colleagues updated.
- You'll help individuals stay as independent as possible by giving them the support they need to take responsibility for their medication and assisting them where appropriate in line with Vista's policy and procedures for administering medicine.
- You'll help individuals understand who they are, what they can do and support their development by participating in the key worker system, following Vista's guidelines
- You'll want to provide the best care possible and be willing to take on other tasks if required, which can reasonably be expected within this role.



## **A little bit about health & safety, safeguarding and more**

Like you, we're dedicated to providing the highest standards of care and safety. Therefore, it's crucial that we all comply with regulations, best practice guidelines and organisation-wide policies and procedures. We'll tell you more about how we do this later in the process.

## The Homes

Vista operates 4 residential homes for people with a wide range of care needs. Our staff are especially trained and experienced to look after people who have sight loss, dementia, and complex needs.



### **Kathleen Rutland Home**

Located in Leicester Forest East, our older persons home has been designed with all the usual homely comforts you'd expect, such as welcoming lounges, light and spacious dining rooms, large relaxing gardens, and comfortable en-suite bedrooms, all of which provide a warm place for our residents to relax.

### **New Wycliffe Home**

Situated in Rushey Mead, just three miles from the city centre, New Wycliffe Home is an attractive, spacious home for older people, with peaceful outdoor areas. It has been awarded Care Home of the Year at the Leicester Mercury's Carer of the Year Awards.



### **Simmin's Crescent & Whitteney Drive**

Set back from the main road in Eyres Monsell, just five miles from the city centre, each of our three bungalows provide a spacious, comfortable home environment for up to five people. Our dedicated staff offer person centred care for those with complex needs.

### **Applegarth**

Offering care for those with complex needs and situated in the heart of Leicester Forest East, with convenient transport links to the city centre, Applegarth is set back from the main road in beautiful surroundings.

**If you require the information in this handbook in an alternative format (e.g. large print, audio or Braille) please contact Vista on **0116 249 0909**.**

**For more information, please contact the HR Department**

**Human Resources**

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*Registered charity number 218992*

## Person Specification

Criteria	Essential	Desirable	How Identified (e.g. form, interview, test)
Qualifications & Training	<ul style="list-style-type: none"> <li>▪ Level 2 qualification in Health &amp; Social Care or equivalent or above or willing to work towards a Level 2 diploma in Health &amp; Social Care.</li> </ul>		Application Form/ interview/ certificates
Experience		<ul style="list-style-type: none"> <li>▪ Previous experience of working with people with a sight loss and/or learning disabilities.</li> <li>▪ Previous experience of working with people in a residential or health setting.</li> </ul>	Application form/ interview/ references
Skills & Knowledge	<ul style="list-style-type: none"> <li>▪ Ability to work on own initiative and as a member of a team to support service needs.</li> <li>▪ Ability to work with people to enable them to be in control of their own lives.</li> <li>▪ Display a practice which shows a high regard for people, their property and their rights.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of Key Worker or similar system.</li> </ul>	Application form/ interview

	<ul style="list-style-type: none"> <li>▪ Good verbal and written communication skills in English.</li> <li>▪ Ability to work closely with people and their families.</li> <li>▪ To respect people’s privacy, dignity, choice and confidentiality at all times.</li> <li>▪ Calm manner.</li> <li>▪ Commitment to provide the development and delivery for a high quality residential service.</li> </ul>		
Personal Qualities	<ul style="list-style-type: none"> <li>▪ Excellent communication skills – written and verbal.</li> <li>▪ Show empathy, compassion and be committed.</li> <li>▪ Work on own initiative.</li> <li>▪ Be able to solve problems.</li> <li>▪ Prioritise workload.</li> <li>▪ Ability to be able to support people when out in the community using a range of transport.</li> </ul>		Application form/ interview
Other	<ul style="list-style-type: none"> <li>▪ Commitment to equal opportunities, and Vista’s Statement of Culture, Values and Core Principles.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of public relations or fundraising with the local community.</li> </ul>	Application form/ interview

	<ul style="list-style-type: none"><li>▪ Must be prepared to work unsocial hours.</li><li>▪ Ability to assist with moving and handling of individuals and equipment.</li><li>▪ Willingness to take part in and help organise activities in and outside the home.</li></ul>	<ul style="list-style-type: none"><li>▪ Hold a current driving licence and own transport.</li><li>▪ Knowledge of moving and handling techniques and equipment.</li></ul>	
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