

vista: . . . . .



**Night Care 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 or outstanding 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.

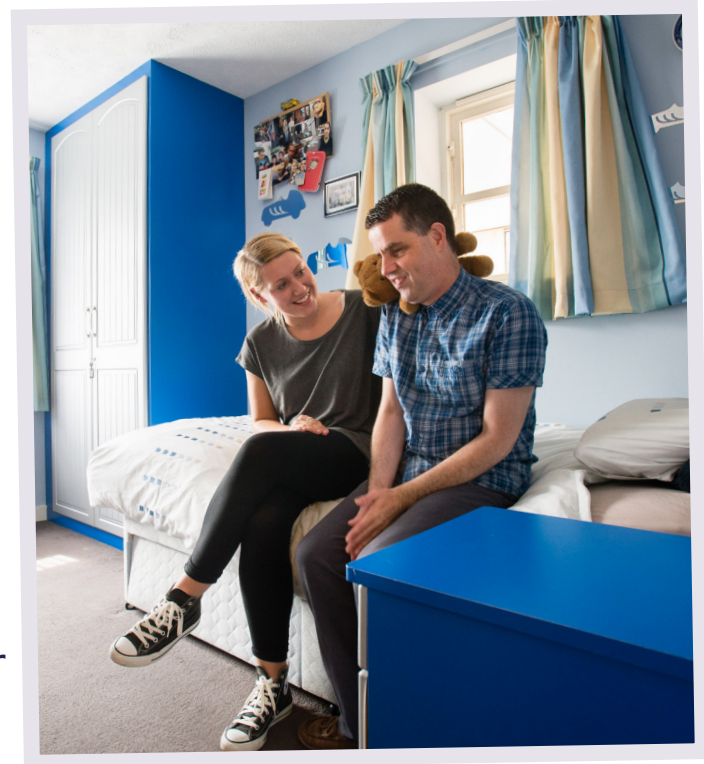
### **Susan Hoath**

Chief Executive Officer

## The Opportunity

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

The role is all about care, compassion and respect, and keeping our individuals safe and sound throughout night. You'll provide emotional, physical and social support so they can live their life as fully as possible and rest easy.



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 our homes a great place to both live and work.”**

Jo Neal, Learning Disability Homes Registered Manager



**Our Night Support workers keep a close eye on our Individuals during the night. And because of their dedication, our Individuals feel relaxed and safe. Our Night Support Workers see the difference they make and so are committed to their 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 Individuals 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.’**

Sharon, Support Worker

## How you'll make a difference

- You'll help keep our residents comfortable throughout the night by giving them any support they need.
- **You'll make sure they stay safe and well during the night by monitoring and responding to any changes.**
- You'll keep a close eye on individuals and provide support in line with their Support Plans.
- **You'll allow our residents 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 stay up to date with their medication as needed as per their Support Plan, and in line with Vista's policy and procedures for administering medicine.
- **You'll assist our residents in moving around, staying comfortable and remaining as mobile as possible, in line with their support plan.**
- You'll help keep everyone safe by ensuring the building is secure at night.
- **You'll make life easier for our residents by keeping up to date with their care needs, including checking the report book when coming on duty and completing reports to keep colleagues updated.**



- You'll keep them safe by immediately reporting any accidents or injuries and taking appropriate action.
- **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.**
- You'll help our home run smoothly by maintaining clear records.



## 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.

## Our Values

**We care about people.** Challenging unfairness and inequality, we recognise and value people as individuals.

**We are not afraid to change.** Passionate and creative in our work, we are ambitious in our expectations of ourselves and others.

**We listen and learn.** We are driven by the needs, ideas and experiences of the people we support, learning from them and from each other.

**We are open and honest.** Together we seek feedback, grow ideas and make a difference. We do what we say we are going to do.

**We work best as a team.** Everyone's contribution to our work is valued. We support each other to achieve our best and hold each other to account.

**We are proud of Vista.** We measure the quality and impact of our work, demonstrating best practice. Each of us is an ambassador.



**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**

16 New Walk  
Leicester  
LE1 6TF

**T** 0116 249 8805

**E** [recruitment@vistablind.org.uk](mailto:recruitment@vistablind.org.uk)

[www.vistablind.org.uk](http://www.vistablind.org.uk)

*Registered charity number 218992*

## Person Specification

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How Identified (e.g. form, interview, test)</b>
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>▪ Experience of a caregiving role</li> </ul>	<ul style="list-style-type: none"> <li>▪ Previous experience of working with</li> </ul>	Application form/

		<p>people with sight loss and/or learning disabilities.</p> <ul style="list-style-type: none"> <li>▪ Previous experience of working with people in a residential or health setting.</li> </ul>	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> <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</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of Key Worker or similar system.</li> </ul>	Application form/ interview

	quality residential service.		
Personal Qualities	<ul style="list-style-type: none"> <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> </ul>		Application form/ interview
Other	<ul style="list-style-type: none"> <li>▪ Commitment to equal opportunities, and Vista’s values.</li> <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>▪ Knowledge of moving and handling techniques and equipment.</li> </ul>	Interview