

## Make a difference as a support worker at LDN London



Learning Disability Network London

Supporting adults with learning disabilities to:



Stay healthy, be  
safe and live well

Learn and use  
skills to develop  
and maintain  
independence



Work in  
partnership so  
that we get the  
right support at  
the best time

Speak up when  
we experience  
discrimination



Understand and  
manage things  
that can be  
difficult

Review our  
support and  
make changes  
regularly



## #MakeADifference

Join us at one of over 40 locations in Westminster,  
Kensington and Chelsea, Camden, and Islington

We are LDN London (Learning Disability Network London), an award-winning charity with over 60 years of experience supporting people with learning disabilities in London.

As a support worker you will help people with learning disabilities to live safe, fulfilling, and dignified lives in supported accommodation or their own home.

Salary **£11.95 per hour**  
**£23,302.50 per year**  
(37.5 hours per week)  
Up to 38 days annual  
leave, pension

Hours Full, part-time, or “you  
choose” hours available

Must have experience in  
working with people with  
learning disabilities and complex  
behaviours.

Read our story and apply at  
[www.ldnlondon.org](http://www.ldnlondon.org)

## How can you make a difference as a support worker?

### Who do we support?

We primarily support people with learning disabilities and each person's needs are unique and cannot be defined by a diagnosis. Examples of the learning disabilities people we support have include:

- **profound and multiple learning disabilities** – This includes people who have limited speech and movement abilities, and high health needs. Many have challenges communicating and use a variety of ways to communicate. This means they often need high levels of support, including 2 to 1 support. Often people may require help with moving and handling, and using specialist wheelchairs, which you may need to push as part of your role. Also, people living in these services may regularly require intimate personal care.
- **Autism** – We work with professionals including psychiatry and positive behaviour leads to develop and follow positive behaviour support plans and specialised guidance.
- **Mental health needs** – People can present with a variety of behaviours, often they can become anxious and team members need to be prepared for behaviours which will challenge them.
- **Elderly people** – We support people who have poor health and are less independent to remain in their home. Some may also have dementia and we also support people with end of life care.

### What does being a Support Worker involve?

As you will be supporting people to live their life no two days or two people you support, will be the same. You'll need to understand each person's support needs and interests and be ready for the unexpected! Depending on their needs, the support you give could include helping people to:

- get out of bed and get dressed
- prepare and eat food
- do cleaning and laundry
- go shopping
- make choices about their day, life, and lifestyle
- do other everyday tasks
- maintain, develop, and maximise their communication skills

- develop friendships
- visit friends or entertain people when they visit
- visit to cultural / faith centres
- undertake leisure activities like going to the cinema, to restaurants, or to do physical activities (gym, swimming etc.)
- go on holiday (within the UK and abroad)
- study and attend college
- manage their health needs, such as taking medication, going to health and



- other appointments, recording relevant information, and liaising with others
- undertake certain moving and handling activities, e.g. helping someone to get into bed, sometimes it may be necessary to use a hoist
- be mobile, aiding mobility and pushing standard or large specialist wheelchairs in their home and in the community
- take care of themselves – this could include personal care (washing, going to the toilet, oral hygiene care, support with menstruation and incontinence). Usually personal care is given to someone of the same sex.
- develop money management skills
- get ready for and go to bed.

You will also need to work shifts on a rota basis, including early, late and weekends. Some services also have sleep ins (This involves sleeping at the service as part of the rota in case there is an emergency). Due to the size of many services there may also be some lone working. This is a summary and additional duties will be required within your role.

### How will you deliver this support?

To ensure high quality and effective support in a safe and stimulating environment you will put our values into practice, including:

- respecting people's dignity and property
- involving people as much as possible when planning and doing activities, providing information to help people make choices and informed decisions

- helping people in meetings and social settings to ensure they are included, consulted, and listened to
- recording things appropriately in logs and handovers
- complying with health and safety requirements, undertaking health and safety checks, using PPE, and following infection control guidance
- ensuring you tell your colleagues about anything they should know at the end of your shift, so support continues seamlessly
- reporting any incidents or accidents that occur and being alert to, challenging, and reporting disrespectful behaviour, potential abuse, and misconduct
- leading shifts as and when necessary
- following specific guidelines in place for each person you support
- following Covid-19 guidelines.

### How will we support you?

We will support you by providing:

- a detailed induction so you will understand the expectations of the people we support, your job and how to do it
- training on specific tasks and activities
- regular feedback, supervision, and appraisal
- opportunities for development and promotion

### Where will you work?

You can choose where you work and the type of work you do based your skills and current vacancies. See page 10 for a map showing our main locations.

### What experience and skills do you need for this job?

You don't need to have experience as a support worker, you only need to show us that you:

- **can live our values**
- **are caring**
- **are able**
- **are responsible**
- **communicate well**

These standards are set out in more detail on pages 7-9.



## What qualifications do you need?

None! We need you to have a basic level of written English - If you can read this, then your reading is good enough. You'll also need some maths skills – for instance, to be able to count money and medication, calculate the time.

If you don't already have it, we will support you to complete a Level 2 Diploma in Health and Social Care during your probationary period of employment.



## What opportunities for promotion are there for you?

With over 40 services there are frequent opportunities to progress. We are proud that most of our senior management team, including our Chief Executive, and most of our managers, started as support workers.

As a support worker you will lead shifts and may be a key worker for someone you support.

The first step in management is as an **Assistant Team Manager**. Each service has at least one, with the larger services having two. As an Assistant Team Manager you will lead on specific areas within the service, e.g. health and safety or induction of staff and will also deputise for your manager when they are away.

Every service has a **Team Manager** who has overall responsibility for the safe and efficient running of their service.

Team Managers report to an **Operations Manager** who is an experienced and highly organised manager looking after a group of services.

Many of our specialist managers also started as support workers – our Training Manager, Training Officer, Community Engagement Manager, Housing and Benefits Manager, and Handyman to name a few!

## What benefits do we offer?

**Salary** – £11.95 an hour/£23,302.50 per year and £13.39 for sessional and overtime hours

**Breaks** – We are proud that our breaks for staff delivering care are paid and form part of your normal working hours.

**Overtime** – It's not compulsory! There are opportunities to work additional hours and the overtime rate for support staff is enhanced to include a payment for annual leave.

**Annual leave** – You will get a minimum of 33 days annual leave (including public holidays), which is 5 days more than the statutory entitlement. Additionally, after you have a year's service, your entitlement will increase by 1 day in the following leave year up to a maximum of 38 days. All entitlements and accruals are pro rata if you work part time. You'll also get additional leave if you don't have any sickness in the previous year, volunteer for us or raise funds for us.

**Sick pay** – You will receive more than statutory minimum sick pay – 1 week's full pay and 1 week's half pay from your start date. This benefit increases with service to a maximum of 16 weeks' full pay and 8 weeks' half pay. We also have an occupational health service and an Employee Assistance Programme.

**Flexible working** – We support flexible working requests (including transfers to another service) where it is not detrimental to our services or the people we support.

### **If you are a new parent**

Our maternity, paternity and adoption leave policies are all better than the statutory minimum.

**Pension** – You can make contributions up to 10% into the pension scheme.

**Death in service** – If you die while employed by us your next of kin receives 3x your annual salary.

**Refer a friend** – Our refer a friend scheme pays you up to £1,000 if you introduce someone who joins LDN London and passes their probation.

## Our standards for our support workers

The skills, knowledge, and attributes you will need to show are detailed below. These standards are used to decide whether to give you a job and to assess your performance if appointed.

### I live our values

- I support people with learning disabilities in line with our values
- I am friendly and enthusiastic
- I take pride in my work
- I work collaboratively with colleagues as part of a team
- I help and encourage the people I support to achieve their personal goals
- I am punctual
- I try new things

### I am caring

- I put the people I support first
- I am patient
- I treat people with dignity and respect
- I promote healthy living and independence in the people I support
- I support people with positive behaviour
- I help people with limited communication skills to be heard and understood
- I respond to emerging health, care, and support needs



### I am able

- I carry out my job to the best of my abilities
- I am aware of and follow all relevant guidelines, policies, and procedures
- I am flexible and can deal with unexpected events
- I have basic maths skills – so I can count medication etc.
- I take pride in my workplace
- I can support people with personal care
- I enable people to move and, where necessary, push large specialist wheelchairs and use hoists etc.
- I support people to be active and go out in their community
- I can work on a rota basis as appropriate to my role and service

## I am responsible

- I am honest and trustworthy
- I can work on my own and take decisions when necessary
- I understand risk and danger and act to ensure I, the people I support, and my colleagues stay safe
- I understand safeguarding risks and raise concerns appropriately
- I support service users according to their support plans and with any medication
- I take responsibility for my own development, asking for help, and learning on the job and in formal settings
- I reflect on my own work and learn from events

## I communicate well

- I communicate respectfully
- I listen to people and consider what they say
- I share information appropriately
- I speak and write English clearly and accurately
- I have basic IT skills – so I can write logs, find information, and input things into systems
- I can complete records accurately and write reports of incidents etc.
- I solve problems with my colleagues in private
- I communicate with people I support in a way they understand

## Additional considerations

To work with people with profound and multiple learning disabilities you should have an interest in health matters and helping individuals to play an active part in their local community.

To work with people with autism or mental needs you should be proactive, be able to respond to unexpected situations, work collaboratively with other professionals, and understand and follow positive behaviour support plans and specialised guidance.



To work with people who are aging or with dementia you should be able to provide personal and meaningful end of life care, be patient and supportive, and understand any additional needs or specialist support requirements.

To work in outreach you should be creative, good at problem solving, and be able to work alone in the community. For outreach work we normally expect you to already have experience working with people with learning disabilities.



## How do you apply?

Apply online at <https://forms.gle/KRgyXDDoKzvSx84y9>  
[www.ldnlondon.org](http://www.ldnlondon.org)

## Questions?

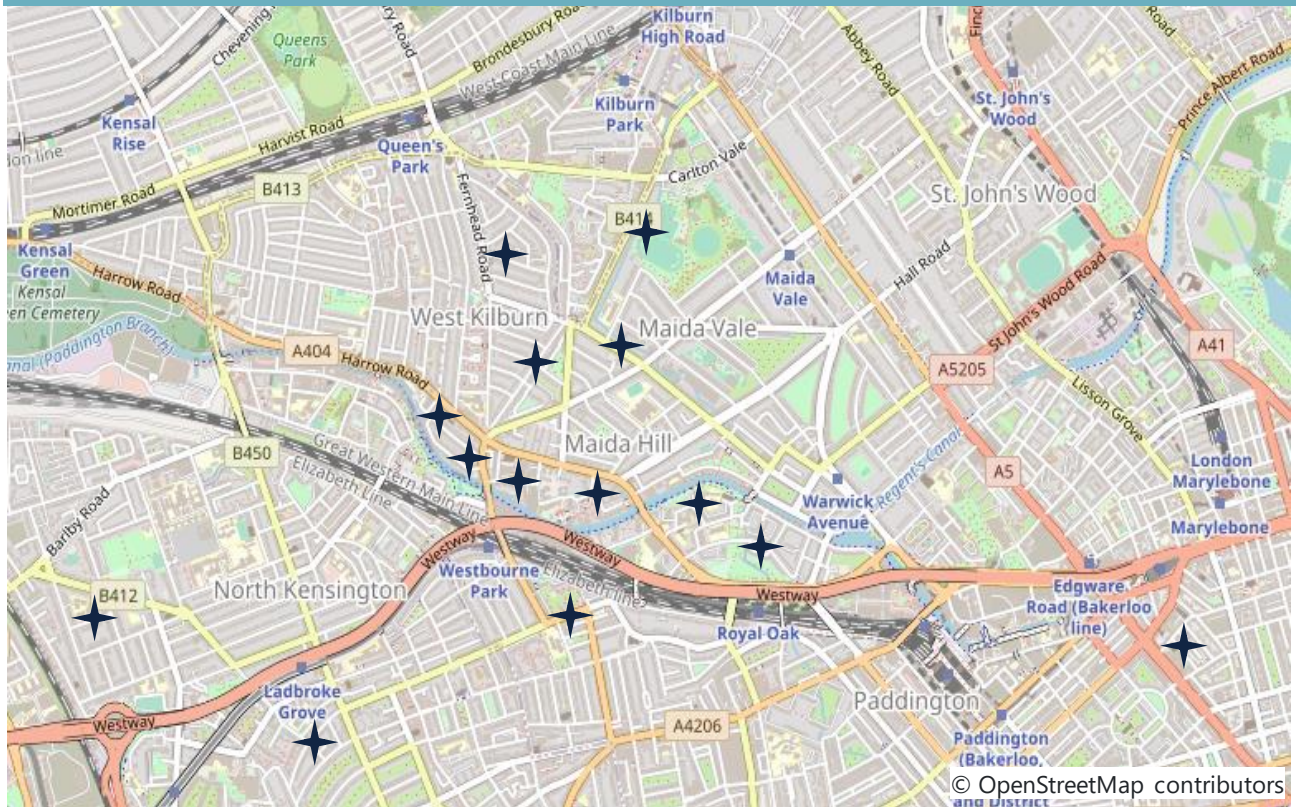
Email us: [recruitment@ldnlondon.org](mailto:recruitment@ldnlondon.org)  
Call us: 020 8968 7376



## Where we work

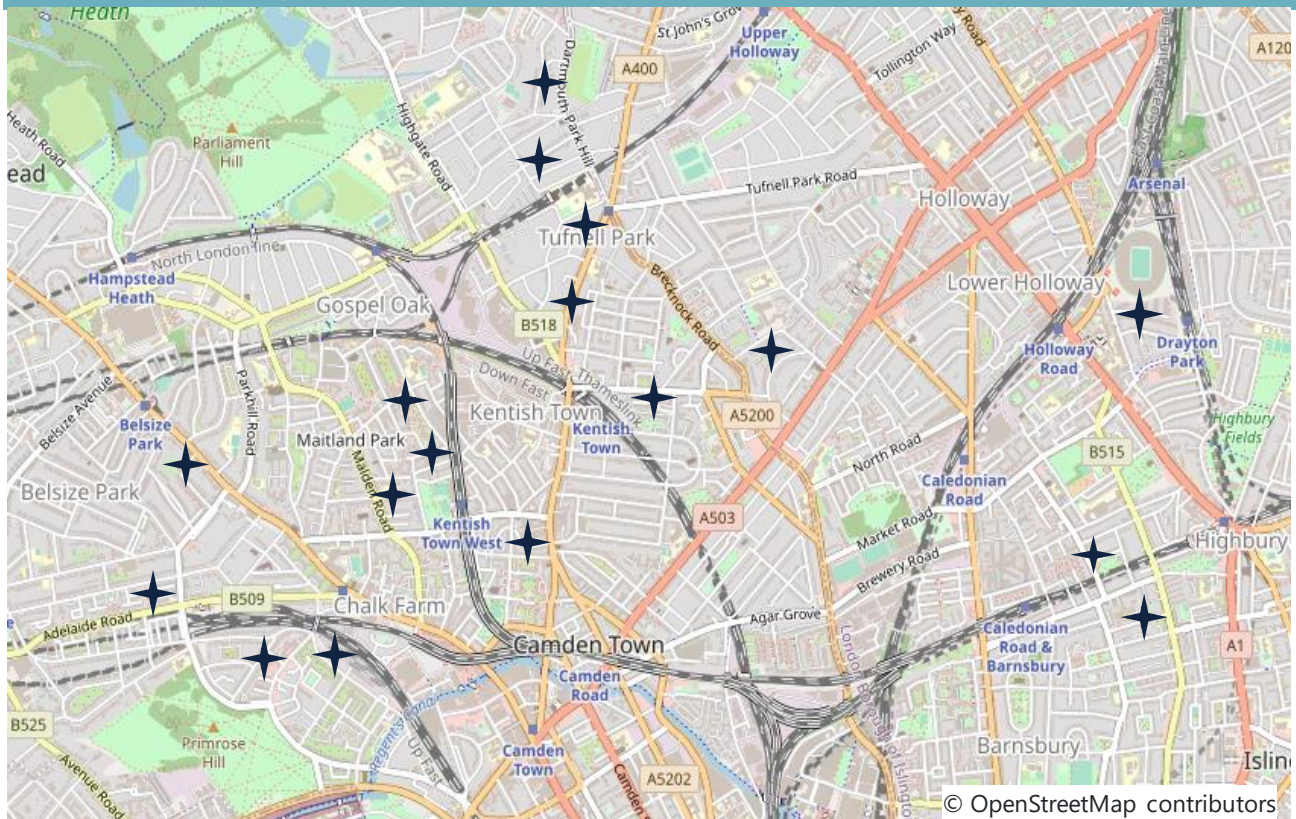
★ = location of a service – there may be multiple services at a single location

### Westminster and Kensington & Chelsea



Stations nearby – Royal Oak, Westbourne Park, Warwick Avenue, Queen's Park, Kilburn Park, Edgware Road, Ladbroke Grove

### Camden and Islington



Stations nearby – Chalk Farm, Belsize Park, Gospel Oak, Kentish Town, Kentish Town West, Highbury & Islington, Holloway Road, Drayton Park, Tufnell Park