

MAKE A DIFFERENCE



AS A SUPPORT
WORKER AT LDN
LONDON

Job and application guide

How do you become a support worker at LDN London?



First, read this guide!

Then, complete our simple online form application.



Next, have an interview with us (normally by phone).

Finally, visit one of our sites to meet the people we support, the manager and the team.



Start as soon as we have done pre-employment checks.

What we offer

Salary

£13.15 per hour
£25,643 per year (37.5 hours per week)
£14.74 per hour for overtime & sessional

Hours

Full-time, part-time, or bank hours that you choose. Day or night hours available.

Location

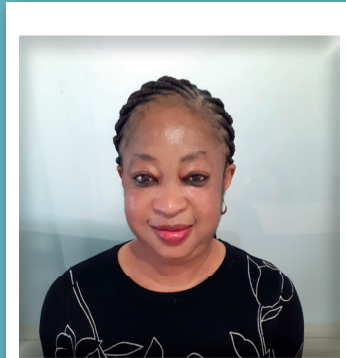
Westminster, Camden, Islington, Kensington and Chelsea

Experience

Not required
Full training provided



Why I work at LDN London



Bilikisu Bakreem – Support Worker

“LDN London is a good company as they always support staff via regular training and one to one supervision. One thing that impressed me the most about LDN is that they promote and support teamwork among staff members.

Furthermore, staff remuneration in LDN is better than most care agencies in London and beyond. I have worked for other organisations, but none compared to LDN London, the staff are so friendly and professional.”

How to use this guide

There may be a lot in this guide, but it tells you everything you need to know about the role of support worker at LDN London and how to become one!

Your questions answered:

- Who are we? 6
- Who do we support? 8
- What will you do as Support Worker? 10
- What hours will you work? 12
- Where will you work? 13
- What promotion opportunities are there for you? 15
- How will we support you? 16
- What benefits do we offer? 18
- What skills and experience do you need for this job? 20
- What qualifications do you need? 20
- What do you need to do next? 21
- How do you prepare for interview? 23
- How do you apply? 28
- Where do we work? 28
- Do you still have questions? 29

Who are we?

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

We support people with learning disabilities across London, whether they are living independently or share their home with other people, to live healthy and safe lives.

We support people to be independent and make their own choices, no matter their level of disability. We help people to live a good life and do the things that are meaningful for them.

We raise awareness and fundraise so people with learning disabilities are included and valued as equal citizens, can use their community, and have the same opportunities as everyone else. We fundraise where people's support is not covered by statutory provision.



Why I work at LDN London



Gabby Machell
CEO

What we all have in common at LDN London are our shared values and commitment to making the lives of people we support better. This is what defines us as an organisation; it is who we are and what we do and it's what drives us on every day.

I joined LDN London as a part time support worker over 30 years ago. It now seems incredible that over 30 years later, I am still here after being given the most amazing opportunities along the way. As LDN London grew I became an Assistant Team Manager and was later promoted to a Team Manager position and then, over the next few years I managed 4 different services as Team Manager, gaining varied experience across a number of services.

In 1992, I became our first Residential Service Manager where I stayed for 10 years. In 2000, I was promoted to Head of Supported Housing and Facilities and in 2007 I was appointed Chief Executive. It has been such an amazing journey. I remain enormously grateful for all the opportunities LDN has given to me. Over the years I have seen so many changes but what has endured is our continued commitment to improving the life opportunities for people with learning disabilities and their families. I know that this will continue for many years to come.

Who do we support?

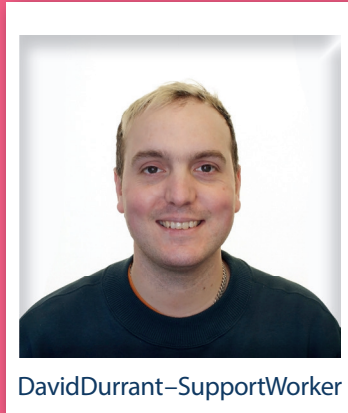
Most of the people we support live in their own flat or have room in a shared house.

The level of support given depends on their needs; some need constant support, others don't. Some people we support live independently and come to us for support or are visited by a member of our outreach team.

The needs of each person we support are unique and may be summarised as follows:

- People with **profound and multiple learning disabilities** – we may often have limited speech and movement abilities, and high health needs. We may have difficulty communicating and use a variety of ways to do so. We often need high levels of support, including 1 to 1 or 2 to 1 and need help with moving. Also, we may regularly require intimate personal care.
- People with **autism** – we may have difficulties interpreting both verbal and non-verbal language and expressing our emotions. We may have repetitive behaviours, highly focused interests, or experience over or under-sensitivity to stimuli. We can also be anxious in social situations or when facing change.
- People with **mental health needs** – we can have with a variety of behaviours and may become anxious and have behaviours that may challenge team members.
- **Older people** – we may have poor health, be less independent, and need additional support to remain in our home. We may also have age-related degenerative illnesses and may want support with dignified end of life care.

Why I work at LDN London



“ I wanted to work for LDN London because I wanted to change my career to an organisation that offers a clear path for further development and promotion. I also wanted to work for an organisation that valued their employees as well as the people who they provide services for.

During the time I have worked for them. I have had the opportunity to learn new skills and make new friends, with my colleagues and the people we support. I am excited to see where this journey will take me. ”

What will you do as a Support Worker?

As you will be supporting people to live their own unique 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
- develop money management skills
- make choices about their day, life, and relationships
- maintain, develop, and maximise their communication skills
- visit friends or entertain people when they visit them
- visit cultural and faith centres
- undertake leisure activities like going to the cinema, to restaurants
- exercise, such as going out for a walk or going to the gym
- go on holiday (within the UK and abroad)
- study, attend college, or the workplace
- manage health needs, such as taking medication, going to health and other appointments
- be mobile at home and in the community
- take care of themselves – this could include personal care (washing, going to the toilet, oral hygiene, and support with menstruation). Usually



- personal care is given to someone of the same sex
- get ready for and go to bed
 - You will also need to:
 - understand safeguarding and report any concerns you have
 - record things appropriately in logs and handovers using apps, computers, and paper systems
 - comply with health and safety requirements and follow infection control guidance
 - undertake certain moving and handling activities, e.g. help people to get into bed, use a hoist, or push standard or large specialist wheelchairs in their home and in the community
 - record health and behaviour information
 - ensure you tell your colleagues about anything they should know at the end of your shift, so support continues seamlessly
 - report any incidents or accidents that occur and be alert to, challenge, and report disrespectful behaviour, potential abuse, and misconduct
 - lead shifts and act as a key worker
 - follow health and safety procedures

We currently only have vacancies in services where manual handling is an intrinsic and regular part of the job.

What hours will you work?

We offer the following contracts:

- **Full-time days** – working 5 days a week, 37.5 hours
- **Full-time night** – working 4 nights a week (10 hour shifts), 40 hours
- **Part-time (day or night)** – working 2, 3, or 4 shifts a week
- **Sessional** – where you choose the days and hours you work

All shifts include paid breaks as part of your working hours. Unless we agree otherwise staff will work shifts on a rota basis, including early, late and weekends. Early shifts tend to start around 7:30am / 8:00am; late shifts start around 2:30pm, with the latest finishes between 9:00pm and 10:00pm. Some services also have sleep ins. This means you get paid extra to sleep at the service sometimes in case there is an emergency.

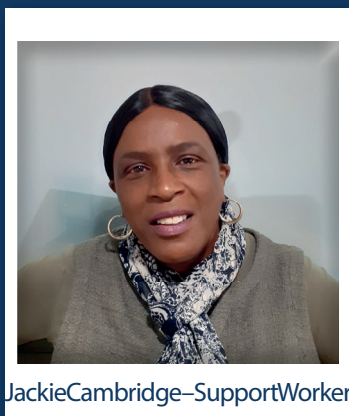
If you have limitations on the hours or activities you can do – e.g. cannot do sleep-ins, have health issues, or are only able to work certain days discuss this with us – we probably have a contract or job role that is suitable!

Where will you work?

We only operate in Westminster, Camden, Islington, and Kensington and Chelsea; We will help you to choose where you work and the type of work you do based on where you live, your skills and experience, and current vacancies. There are maps at the back of this booklet showing our locations.



Why I work at LDN London



JackieCambridge–SupportWorker

“Working for LDN London has been a truly motivational experience, I started as a volunteer in 2001 and my commitment and devotion has paid off and not only am I a valued employee but offered so many opportunities from being a support worker to management with the assurance of being supported.

The training exceeds expectations and this promotes your confidence and understanding when working with different client groups.”

What promotion opportunities 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 get the opportunity to lead shifts and be a key worker for someone you support. The first step in management is as an Assistant Manager. As an **Assistant Manager** you will lead on specific areas within the service, e.g. health and safety or induction of staff. You will also deputise for your manager when they are away. We also have a trainee management scheme for people without any management experience.

Most services have a **Team Manager** who has overall responsibility for the safe and efficient running of that service. Some services are grouped under a **Service Manager**.

Team and Service Managers report to an **Operations Manager** who is an experienced and highly organised manager looking after a larger 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!

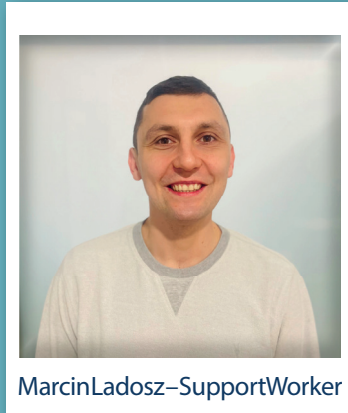
How will we support you?

We believe LDN London is a great place to work where you will be supported to be part of a high performing team supporting people with learning disabilities.

We will provide you with:

- a detailed induction so you will understand the expectations of the people we support, and your duties and responsibilities
- training on specific tasks and activities, with regular updating
- regular feedback, supervision, and appraisal
- opportunities for development and promotion
- time you to complete a Level 2 Diploma in Health and Social Care during your probationary period of employment (if you don't already have it), we will also pay for it
- support if something happens at work – we have an employee assistant programme, occupational health services, special leave etc.

Why I work at LDN London



“What brought me to LDN London was a career where I could help others. It turned out that I met many wonderful people. I have also had the opportunity to learn new things and develop interpersonal skills.

LDN London offers a clear path for further development and promotion. This is why I want to continue along this path, and I am excited to see where this journey takes me.”

What benefits do we offer?

We offer a great range of benefits including:

<i>Salary</i>	£13.15 an hour, £14.74 for sessional and overtime hours. This equates to £25,643 for a full time (37.5 hour) role.
<i>Breaks</i>	We are proud that our breaks for support workers are paid and form part of your normal working hours.
<i>Choice</i>	You have choice about when and where you work when you select your contract.
<i>Refer a Friend</i>	If you introduce someone to LDN London, when they pass their probation our refer a friend scheme pays you £1,000 (£500 if you refer a sessional worker).
<i>Free meals on duty</i>	When you cook and eat with the people you support. If you go out to eat with people you support we will pay up to £10 towards your meal or refreshments.
<i>Overtime</i>	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.
<i>Annual leave</i>	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 1 year's service, your entitlement will increase by 1 day each 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, volunteer for us, or raise funds for us.

DBS checks

We will pay for your DBS check and your DBS update service annual fee.

Training

We offer many free training opportunities, including the Care Certificate and management qualifications.

Flexible working

We support flexible working requests (including transfers to another service).

Sick pay

If you are unable to work due to sickness 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.

If you are a new parent

Our maternity, paternity and adoption leave policies are all better than the statutory minimum. Our enhanced maternity / adoption pay is 13 weeks full pay + 13 weeks half pay + 13 weeks statutory maternity pay.

Pension

You can make contributions into the pension scheme, which we will match up to 10% of your salary.

Death in service

If you die while employed by us your next of kin receives 3x your annual salary.

What skills and experience do you need for this job?

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

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

These standards are explained in more detail in the section *How do you prepare for interview?*

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 example to tell the time, and count money and medication.



What do you need to do next?

When you have read this guide complete our simple application form:

<https://forms.gle/KRgyXDDoKzvSx84y9>

After you submit a good application we will contact you (usually within a week) to arrange a suitable time for an interview with our recruitment team, which takes about 30 – 45 minutes. This interview is normally by telephone but may be by video call or in person. When you pass that interview you will visit one of our services where you will meet some of the people we support, the manager, and some of the staff team.

This is an opportunity for you to impress and to ask questions about us and will help you and us to decide the type of service that would suit you best. When the service visit has been successfully completed you can start work when we have completed the checks on the next page.



Disclosure and Barring Services (DBS)

Your enhanced DBS check must show you are not barred from working with vulnerable adults. You will also be asked for details of any criminal convictions, cautions, or reprimands. If you have any they will not necessarily debar you from employment with LDN London – we will undertake a risk assessment related to them and the role offered. If you are not a member of the DBS update service you will need to join it once we have obtained your DBS check, we will pay the cost of this membership when you have passed your probation.

Identity and right to work in the UK

You must provide documentary evidence of who you are and that you can legally work in the United Kingdom – you will need to bring your documents to Head Office.

Full employment history

You will have to provide a full employment history (including any gaps) for the full period since you started working, including the reason for leaving any job in social care and other similar work.

References

We will need to get satisfactory references covering:

- your current or most recent employment
- previous employers to cover the last 3 years
- employers more than 3 years ago if you worked in adult social care
- a character referee if you cannot provide employment references for the last 3 years.

Adjustments

If you tell us about a disability or health condition that affects your ability to do your role, we may be able to make reasonable adjustments to make a work offer viable or to reduce barriers. Adjustments may be made if they are practical, affordable, not unreasonably disruptive, and the remaining job is still a viable role.

Fitness to work

Our values

We must be satisfied that you are fit enough to do the work offered – you will need to complete a health form that will be reviewed by our occupational health service.

To be successful in this process you must uphold the values and standards we will expect in the workplace, including being open or honest throughout and treating the people we support and our staff with dignity and respect. Any failure may lead to the withdraw any offer of employment or work.



How do you prepare for interview?

Before any interview you should think about what we are looking for – you will need to show us that you:

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

Read the statements on the following pages – before your interview think of some examples from your work, volunteering, or personal life for each section that show you have the skills and experience that you can tell the interviewer about.

Living our values means:

Supporting people with learning disabilities in line with our values that run through everything we do. You follow the principles that the people we support:

- are Included as a valued part of the community
- can make Choices and Decisions about their lives
- are treated with Dignity and Respect as valued individuals
- can Achieve their dreams and aspirations

Being caring means:

- taking pride in your work
- taking pride in your workplace
- being patient
- being punctual
- helping people with limited communication skills to be heard and understood
- supporting people with positive behaviour
- responding to emerging health, care, and support needs

Being able means:

- carrying out your job supporting people with learning disabilities to the best of your abilities
- being aware of and follow all relevant support plans, guidelines, policies, and procedures
- being flexible, dealing with the unexpected, and trying new things
- having basic maths skills – so you can count medication etc.
- supporting people with personal care
- enabling people to move and, where necessary, push large specialist wheelchairs and use hoists etc.
- supporting people to be active and go out in their community
- working on a rota basis as appropriate to your role and service

Being responsible means:

- being honest and trustworthy
- working on your own and taking decisions when necessary
- understanding risk and danger and acting to ensure you, the people you support, and your colleagues stay safe
- understanding safeguarding risks and raising concerns appropriately
- taking responsibility for your own development, asking for help, and learning on the job and in formal settings
- reflecting on your own work and learning from events
- working collaboratively with colleagues as part of a team

Communicating well means:

- communicating with people you support in a way they understand
- being friendly, enthusiastic, and respectful
- listening to people and consider what they say
- sharing information appropriately
- speaking and writing English clearly and accurately
- having basic IT skills – so you can write logs, find information, and input things into systems
- completing records accurately and writing reports of incidents etc.
- solving problems with your colleagues in private

MAKE A DIFFERENCE

**Become a support worker at
LDN London**

To work:

- with people with profound and multiple learning disabilities you need to have an interest in health matters and helping individuals to play an active part in their local community.
- with people with autism or mental health needs you need to be proactive and able to respond to unexpected situations, work collaboratively with other professionals, and understand and follow positive behaviour support plans and specialised guidance.
- with people who are ageing or with dementia you need to be able to provide personal and meaningful end of life care, be patient and supportive, and understand any additional needs or specialist support requirements.
- in outreach you need to be able to work alone in the community, creative, good at problem solving, and already have experience working with people with learning disabilities.

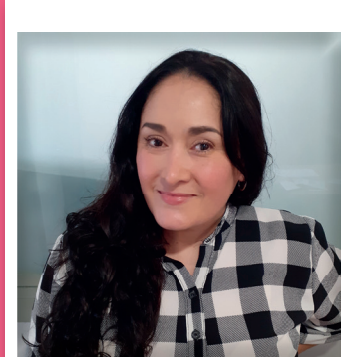
If you have a phone interview ensure that you are in a quiet place where you will not be disturbed and that you have a glass of water available.

Remember, how you speak will be very important – ensure that you can be understood and your enthusiasm to work for us comes through.

If it's a video or face-to-face interview ensure that you have good body language and give eye contact to the interviewer.

Concentrate on the questions asked – answer them concisely and keep your answer relevant to the question. If you have any questions for us write them down so you remember to ask them.

Why I work at LDN London



AnaValencia–AssistantManager

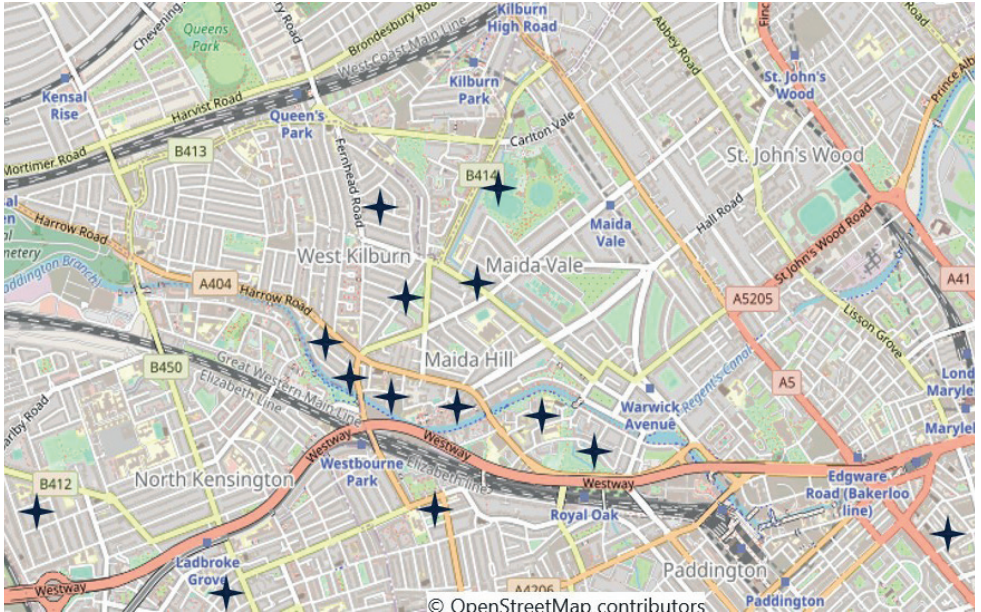
“LDN London is a great organisation to work for, that cares about, and supports its employees. Career development opportunities and training are available, and you’ll meet managers and support workers with varied skill sets and you’ll have the opportunity to learn from them.

Most importantly LDN London team members make every day fulfilling for the people they support. I know my work is making a positive impact and helping each individual to grow, gain skills, and work towards their independence.”

How do you apply?

Apply online at <https://forms.gle/KRgyXDDoKzvSx84y9>

Where do we work?



Westminster and Kensington & Chelsea

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



Camden and Islington

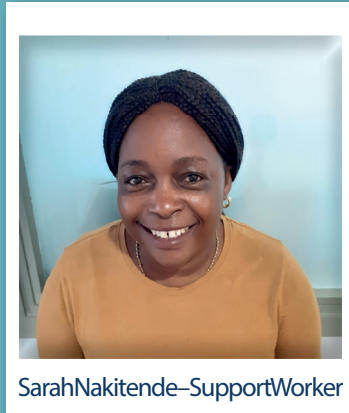
Stations nearby – Chalk Farm, Belsize Park, Gospel Oak, Kentish Town West, Kentish Town, Highbury & Islington, Holloway Road, Drayton Park, Tufnell Park, Angel

Do you still have questions?

Look at our website www.ldnlondon.org
Email us recruitment@ldnlondon.org
Call us 020 8968 7376



Why I work at LDN London



SarahNakitende-SupportWorker

“A friend mentioned LDN London to me. The website and job information talked about the different things that I would gain instead of just what I would be doing. Despite it being quite tough at some points, I like being part of a team that helps individuals with their different needs.

Overall I believe that LDN London is a great company to work with as they support you in any way possible. Recently I've won an award for being a Covid-19 champion, which I am proud of.





Learning Disability Network London



www.ldnlondon.org

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