

Job title	Relief Cover Staff
Reports to	Area Leader (of the work area that they work in the most)
Grade	3
Salary	£18,583.20 full time (40 hours per week), pro-rata for part-time
Hours	Variable hours

Our mission statement:

To enable people with learning difficulties ('workers') to enrich their lives through work, developing relationships and building communities.

Main purpose of the post

This role has two key elements which are of equal significance. Core to the role is a genuine understanding of the Social Model of Disability and engagement with the values of Brunswick.

Covering planned and unplanned staff absences

To provide staff cover for absences including holidays, training and sickness. To support one-to-one, or lead small groups of workers, in their work at Brunswick. You will actively address barriers to workers taking ownership of the work they do. You will create a safe and positive environment in which everyone feels proud of their development and work. You will create an environment which offers opportunities for workers to develop their personal and social skills and help them build self-confidence to be an active and valued member of the Brunswick community.

Supporting workers' development and wellbeing

The second element is about supporting the development and wellbeing of workers. Part of our ethos is that everyone can learn, develop and change and that our relationships with each other are at the heart of how we will support this. You will need to engage with what is needed to create a positive learning environment in which development and change is possible. This will involve working out with the worker (and others) what they need to help this happen. You will need to be able to honestly reflect on what you, others and Brunswick as an organisation, bring to the situation that may need to be changed in order to create the positive learning environment needed. This aspect of the role is also about enabling workers to build as much independence as possible in their work and social interactions, to think about their progression and development, to keep them and others safe and to help create a positive working environment for all.

Core responsibilities, tasks and duties:

Staff cover and supporting work areas

- To take responsibility for delivering work sessions for a group of workers (approximately 5 workers in a group) or on a one-to-one basis. For planned absences such as holidays, this will involve following instructions left by staff for their group or one-to-one worker. For unplanned cover such as sickness, you will need to be able to identify tasks that the group or one-to-one worker can do.
- To supervise and support volunteers in the group.

- To take responsibility for all in the group to ensure health and safety including safe use of equipment and that the environment is tidy and safe to work in (training provided).
- To identify and respond to any health and safety or personal welfare needs that must be met for people to work safely eg. suitability of clothing, personal protective equipment (PPE) needed, considering if people need rests or drinks if working in hot conditions / weather etc.
- To be aware of any health needs to help ensure the safety and wellbeing of people in the group eg. who has epilepsy, back problems etc.
- To contribute to any record keeping required for the work area eg. Crop records in horticulture.
- If requested, to attend and contribute to team meetings.
- To contribute to risk assessments as requested.

Supporting workers and enabling development

- To use the Social Model of Disability as a framework to guide how you enable workers to learn, develop and change. You will need to be aware of, able to reflect on and challenge the widely accepted oppression of people with learning difficulties in society. This will include challenging your own practice and Brunswick's practice and culture as needed.
- To provide high quality one-to-one support that enables the worker to participate. This includes:
 - Creating a stimulating and positive environment that provides fulfilling productive or purposeful opportunities.
 - Being thoughtful of the individual's needs, skills, strengths and potential; and nurturing their future development.
 - Finding creative ways to increase the independence of workers eg. through training, use of equipment, changes in how we organise Brunswick, and the adaption or creation of techniques.
 - Providing a safe working environment for yourself, workers, volunteers and other staff; and more broadly, helping Brunswick to be a safe environment as a whole.
- To motivate, inspire and encourage workers and volunteers in your groups to produce high quality products for sale, and to identify when the quality is not high enough and then support the individual or group to make the changes needed.
- To empower each worker, and as far as possible, support the worker to take responsibility for their work and development at Brunswick.
- Promote a positive and professional approach to work with regard to timekeeping, training, standard of work, interest in work and pride in finished jobs.
- To work alongside the worker and complete any aspects of the work that the worker is unable to do or tasks that need to be completed by a deadline.
- To communicate effectively with each worker by adapting your communication to their needs eg. using Makaton / PECS / verbal communication at an appropriate level.
- To create an environment which offers opportunities for workers to develop personal and social skills and to share ideas and thoughts on how workers can use these skills at Brunswick and the wider community
- To intervene and support when an interaction or behaviour is challenging or distressing eg. shouting, inappropriate touch.
- To build positive relationships with workers, to support them and when appropriate, to challenge their behaviour and set clear boundaries.

- To think and act constructively about the worker's wellbeing and development at Brunswick, and where appropriate, in their wider life.
- To share information appropriately and clearly with colleagues, management and with other relevant people in the individual's life. To do this with a good awareness of confidentiality, consent and respect for the individual.
- When necessary, to respond to epileptic seizures (training provided) and maintain a safe environment for others.
- When necessary, help workers with personal care. This could, for instance, include help with toileting or mobility.
- To identify difficulties and new opportunities for workers or Brunswick as a whole. To share this information with others as appropriate eg. with Keyworkers, the Worker Development and Support Manager or an Area Leader.

General responsibilities:

- To be flexible within the broad remit of the post and complete any other duties as may reasonably be required.
- To follow organisational policies, procedures and protocols.
- To be proactive in keeping up to date with developments that affect your work
- To maintain and improve professional development through participation in training and development activities. Some training is mandatory.
- To contribute to training and development across Brunswick by sharing your skills, knowledge and expertise, whether gained at Brunswick or in other settings.
- To be a proactive problem-solver around issues that arise in the sessions that you are covering. These could relate to a worker, an activity, a product, sales performance etc.
- To use opportunities to change views about impairment and disability. These could be your own views or those of others, including those of people with learning difficulties.
- To be a supportive member of the wider staff team and take responsibility for your own duties and role.
- To be a positive and professional representative of Brunswick in the wider community. This includes liaising effectively with a wide range of people including customers, parents/carers.
- To contribute to record keeping and good administration as needed eg. recording in workers' personal files, administration of orders and deliveries etc.
- To be aware of safeguarding both for workers and for volunteers who may be vulnerable themselves.
- To contribute to report writing or respond to verbal requests for information.
- To contribute to the planning and delivery of Brunswick events throughout the year to fundraise and raise awareness of Brunswick.
- To embrace and promote equal opportunities in the work we do.

Supervision / management of people

- **Direct management of staff:** None
- **Indirect management of staff:** None
- **Responsibility for workers:** Directly responsible for approximately five workers in a group or a one-to-one worker.

- **Responsibility for volunteers:** Directly responsible for providing support and guidance for volunteers who work in your own groups.

Decisions: discretion and consequences

- In the event of unplanned cover, will have discretion to decide what work the group / one-to-one worker will do. This involves identifying what is of most use to Brunswick and what is possible with the workers and volunteers available.
- Plans and sets tasks for the workers and volunteers in the group.
- Able to use discretion and intervene effectively in response to the individual's needs and behaviours. For instance, this could include someone feeling upset and not wanting to do much work, someone choking, someone inappropriately touching others or intimidating behaviours such as shouting.
- If covering any off-site work, some decisions will need to be made alone without immediate support from other staff or management.
- In the event of long term cover, can plan and prioritise own workload in line with Brunswick's strategic plan, as guided by the Area Leader.
- Acts to build a good awareness of, and culture around, safeguarding, to reduce opportunities for abuse.
- Good judgment and decision making around health and safety will create a safe environment for all.

Work environment

Work demands

- Some aspects of this role will be able to be planned and will involve routine tasks eg. Planned cover in the shop with cover notes provided for the tasks each day.
- For this role, you need to be able to respond at short notice, including on the day, if a member of staff calls in sick. We understand that you may not always be available but you do need to have a reasonable level of short notice availability.
- Need to be able to coordinate several different work tasks at once for workers and have constant vigilance around the safety of workers, standard of work, behaviour etc.
- The most challenging demand of this role is responding to unplanned cover. At its hardest, this may involve working with some workers and volunteers who you are not familiar with, trying to identify tasks in an area that you have not worked in for a while, whilst also trying to take in multiple snippets of information about people, health and safety, tasks, equipment etc that other staff are passing on.

Physical demands

This will vary depending upon the work area.

- Some Relief Cover Staff will work inside and be seated for parts of the day. Others will work outside and need to be able to keep up with a worker who is 'quick on their feet' or undertaking physical tasks such as digging / barrowing all day.
- There may be less opportunity in the day for the staff member to have a proper break. This is because they may need to identify tasks as soon as they arrive, cover duties and also run the group they are covering.

- If covering one-to-one, it may not always be possible for the staff member to have a proper break – they are often ‘on duty’ from the moment the worker arrives until they leave.
- A high level of attention to detail and ability to support several people simultaneously is required. The mental ability to concentrate and lead for prolonged periods of time may be tiring.

Working conditions

This will vary depending upon the work area.

- Some staff will be in a crafts workshop or office environment – indoors, dry, warm and well lit. Others will mostly work outside and this can involve working in cold or hot weather and to some extent, wet conditions.
- Occasionally supporting with personal care - this may include handling soiled clothing and supporting an individual to clean themselves.

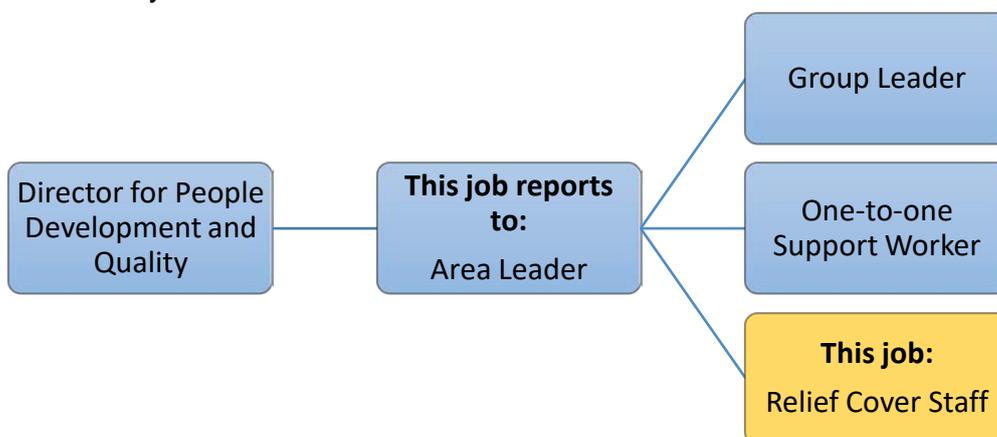
Work context

This will vary depending upon the work area.

- Challenging conversations and/or ongoing situations with a worker may cause some stress eg. intervening around a behaviour that affects others around them. For some workers, this is rare whilst for others it may be fairly regular. This may be harder for Relief Cover Staff who may not have had regular contact with the worker to know the current situation.
- If covering one-to-one, a few workers can be verbally aggressive on rare occasions which usually involves shouting agitation and possibly swearing.
- If covering one-to-one, a very few workers pose a risk of injury to the one-to-one support staff. This is mostly through being grabbed.
- Very rarely, the Relief Cover Staff may need to have a challenging conversation with a volunteer if a situation has arisen in the session that needs an immediate intervention. This may cause some stress eg. talking to a volunteer who has said something inappropriate in front of a worker.

Position of job in organisation structure

Relief Cover Staff will report to the Area Leader of the work area in which they either have regular hours in or in which they the cover most.



Knowledge & skills

<i>Qualification or training related to at least one of our core areas of work</i>	D
Demonstrable experience of, and skill in, one of our core areas of work (horticulture, crafts, cooking, gardening, office work, basic DIY and woodwork)	E
A strong understanding of, or a willingness to develop an understanding of, the Social Model of Disability, and to use this model in practice.	E
Ability to support people with dignity, respect and genuine care	E
Ability to plan and adapt tasks for workers	E
Ability to motivate workers and volunteers with enthusiasm and a positive, friendly attitude.	E
Highly skilled in verbal communication and able to adapt communication to meet the needs of others including people who communicate non-verbally.	E
Strong active listening skills and observation skills for non-verbal communication	E
Ability to write succinctly in clear plain English	E
Excellent inter-personal skills, relationship building and networking skills.	E
Ability to support others and assertively, honestly and sensitively discuss issues or interrupt problematic / inappropriate behaviours with workers, volunteers or staff	E
Ability to 'think on your feet' and cope with unforeseen circumstances, including adapting plans in response to an individual's state of mind or needs.	E
Ability to multi-task extensively and to supervise a group of people who may all be doing different tasks.	E
Ability to understand written and verbal instructions quickly and accurately and follow them through.	E
Ability to listen to others, evaluate options and make decisions	E
Able to prioritise and work under pressure to meet deadlines	E
Ability to practically apply confidentiality to day-to-day situations and conversations	E
Ability contribute to good recording keeping eg. in worker's personal files	E
Ability to contribute to risk assessments as needed	E
Reasonable IT skills including email, internet use, ability to create and amend Word documents.	E
Good awareness of health and safety, using safe working practices and risk assessments.	E
An understanding of equality and diversity issues, and a commitment to putting equality principles into practice.	E
Awareness of safeguarding adults and child protection	D
To have knowledge of learning difficulties and Autism.	D
To have knowledge of Makaton	D
Experience	
Experience of working with or supporting people with a range of skills and abilities	D
Experience of teaching, tutoring or supporting others to learn.	D
Personal qualities	
A highly respectful and positive attitude towards people with learning difficulties which combines leadership and working with people as equal colleagues.	E
Confidence to lead and make decisions within your remit	E

To be a practical, common-sense problem solver and decision maker	E
Ability to work collaboratively and be a supportive colleague as part of our wider staff team	E
To be sensitive, tactful and able to have challenging conversations	E
To be self-aware and able to reflect on interactions with people	E
To be able to keep calm under pressure and focus on working out the solution	E
To be calm, patient and have a generous attitude towards others but not be sentimental	E
Punctual, honest and reliable	E
A commitment to and understanding of Brunswick's work.	E
Special criteria	
You need to be available for relief cover at very short notice ie. We will sometimes call you at 8.30am for a 9.30am start.	E
For most planned cover, you need to be on site by 9am and preferably by 8.30am.	E
It is essential that you can work until 3.15 pm and highly desirable that you can work until 4.30pm if needed.	E
To be willing to support at very occasional weekend events such as Springfest.	E
Clean driving licence preferred (a driving licence is essential Garden Services, woodwork and land crops based at the walled garden) and willingness to drive short distances in larger vehicles such as a pick-up truck or minibus (training provided).	D
Physically fit and able to carry out tasks within the work area eg. Able to lift, carry and reach for items, including some heavy goods such as reams of paper, crates of vegetables, bags of compost, loaded wheelbarrows etc.	E
Ability to be available for relief work during school holidays and at weekends.	D