

<b>Job title</b>	Off-site Garden Services Relief Cover Staff
<b>Reports to</b>	Area Leader (of the work area that they work in the most)
<b>Grade</b>	4
<b>Salary</b>	£9.20 per hour - £19,209.60 full time (37.5 hours per week), pro-rata for part-time
<b>Hours</b>	Hours will vary each week.

**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 cover for the Off-site Garden Services staff when absent including holidays, training and sickness. When leading a group in the absence of the usual staff member, to enable workers in the group to develop new skills and support them to provide a high quality gardening service to customers. 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 leading garden services sessions for a group of workers (approximately 5 workers in a group). . For planned absences such as holidays, this will involve following instructions left by staff for their group. For unplanned cover such as sickness, you will need to be able to identify tasks that the group can do.
- To supervise and support volunteers in the group

- To maintain and organise the materials, tools and equipment used by your groups.
- Ensure the correct and safe use of materials, tools and equipment by your groups.
- 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 help ensure that storage areas used by Garden Services are kept clean and tidy and are a safe working environment.
- To be aware of potential risks when working at different sites and take any precautions necessary to create a safe working environment for the group.
- To contribute to any record keeping required for Garden Services – this is fairly minimal.
- To highlight any issues with equipment or tools to the Garden Services Area Leader.
- 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.
- 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 and additional one-to-one workers who work alongside the group.
- **Responsibility for volunteers:** Directly responsible for providing support and guidance for volunteers who work in your own groups.

## Creativity and innovation

- Horticultural knowledge, ideally including knowledge of shrubs, trees and flowers and their care needs. Occasionally, a good eye for planting, to be able to make choices on the job as needed eg. positioning of plants to create the best effect.
- For unplanned cover, to be able to identify tasks and decide what will be the most use to Brunswick and/or what is manageable given your knowledge, people available and resources you have.
- Ability to help build an inclusive and empowering culture based on good relationships at all levels in the organisation.
- To be able to adapt work plans at very short notice or on the spot in response to an individual's state of mind or to circumstances that mean your original plan is not possible.
- Creativity and innovation is needed to provide a person-centred service to the worker, exploring different ways of adapting tasks to an individual's needs. *(Although the expectation of this for Relief Cover Staff is not as high as with staff who usually run the group / work one-to-one).*
- Some of the work will be guided by Brunswick's guidelines and policies.
- You will be encouraged by the Area Leader and Management to contribute ideas to the long-term development of the work area and Brunswick.

## Contacts and relationships

### Internal

- Contact with other Garden Services staff and the Garden Services Area Leader to agree tasks, use of resources for the day etc. This contact may be regular or infrequent eg. daily, weekly or monthly. For instance, you are asked to cover but have not done so for three months. If infrequent, this poses a challenge since much may have changed around customers, jobs and with people since the staff member last covered the work. Some contact as needed with other staff whose work areas impact Off-site Garden Services eg. On-site Garden Services.
- Contact with other staff whose work is connected to the group / work area that you are covering. This may include staff from other work areas, shop staff etc.
- Some contact with the Worker Development and Support Manager to inform about worker issues/development and seek advice if necessary.
- Regular contact with the Project Support and Volunteer Manager to organise and confirm cover arrangements.
- Daily contact with workers who work in Off-site Garden Services when running groups.

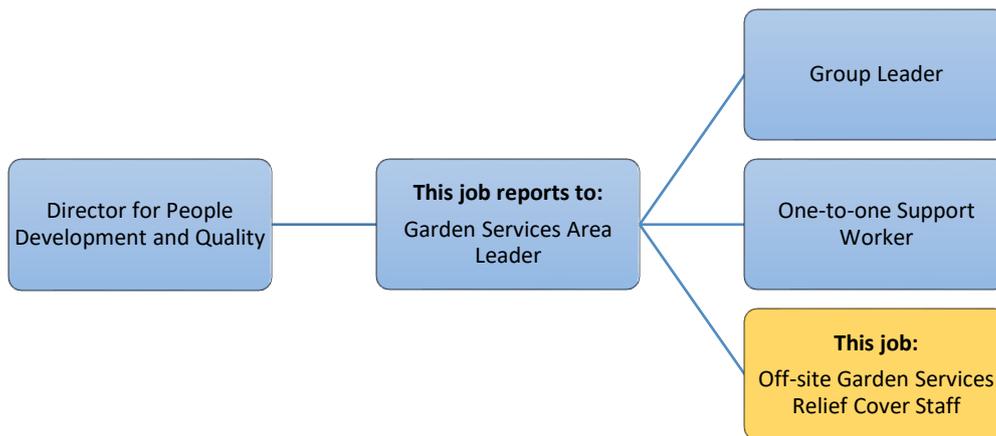
- Daily contact with volunteers when running groups to direct and support them in session work.
- Unless fulfilling a long-term cover role, there will be limited contact with the Director for Commercial Development and Finance and the Director for People Development and Quality.

**External**

- Infrequent contact with parents and/or carers for individual workers. This would usually be to share information after an issue or incidents eg. if the staff member supported a worker during an epileptic seizure. (Most other contact about workers would be done by the Keyworker).
- Contact with Garden Services customers and members of the public whilst completing gardening work in the community and handling telephone or face-to-face enquiries from new or existing customers. Our customers range from homeowners to contracts with council funded organisations. We currently have about 40 customers.

**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**

A relevant horticulture, landscaping and/or garden design qualification and/or substantial demonstrable knowledge of gardening.	E
Practical knowledge of garden plants and shrubs including maintenance needs eg. pruning, and suitability for different situations.	E
Practical knowledge and experience of working with a wide range of petrol powered horticultural machinery including mowers, strimmers, hedgecutters, power washers, whackerplates etc.	E
Basic woodworking skills to build and/or install raised beds (training can be provided)	E
Ability to drive larger vehicles eg. 3.5 tonne crew cab pick-up	E
Ability to think commercially about the commercial service offered to customers whilst also considering the needs and abilities of workers	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
<b>Experience</b>	
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
<b>Personal qualities</b>	
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
<b>Special criteria</b>	
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 (this is essential for 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
This post is subject to a Disclosure and Barring Service (DBS) check	E
Able to fulfil the physical demands of this role ie. Digging, hedge trimming, barrowing heavy loads etc.	E
Ability to be available for relief work during school holidays and at weekends.	D