



Working at Crossways' Care Home



Care Worker

Recognising potential, encouraging independence, achieving self worth

Working at Crossways' Care Home

The purpose of this booklet is to provide some background information about Crossways' care home and working with those who experience enduring mental health difficulties. It contains a job description including basic terms and conditions and a policy on recruitment of offenders for prospective employees.

Brief History of Crossways:

In the mid-sixties seven people from two different churches living in Croydon responded to what was seen as a growing need. People with mental health problems were coming to their churches but apart from encouragement and support, there was very little practical help that could be given.



Together, these seven Christians formed Crossways Trust. Initially, two adjoining houses were rented offering accommodation for up to six people. Two of the founders moved in to be alongside those being supported. Crossways Trust became a Registered Charity in 1967. The driving principle being healing of the whole person in body, mind and spirit and ultimately if achievable, care for all ages. In 1971 Crossways moved to Tunbridge Wells, opening up a registered care home. Over the next two decades, a further four properties were purchased providing a range of accommodation. In 1991 the organisation's name changed to Crossways Community reflecting the support offered to people who live at Crossways. Our houses are homes where people can feel accepted and gain insight into their lives and mental health. A home where people can grow, develop, gain confidence and reach their full potential.

What we have:

In the early 1990s, we decided to move away from just providing long-term provision in a care home and some separate rented accommodation in the town, and in 1995 we built a hostel for 18 people with staff support in a quiet area of Tunbridge Wells (near to the Kent & Sussex Hospital) with a short walk to the town centre. It was purposely designed with a mixture of separate space and shared areas so that the sixteen single bedsits each have their own individual en-suite shower and toilet but up to four people share a kitchen. There are also two self-contained flats. In continuing this move towards enabling greater independence, in 2007, we built 6 self-contained independent flats in the grounds of the hostel.

Our Ethos—The Heart of Crossways:

Here at Crossways Community we always endeavour to put Christ at the centre of every facet of the Community.

Directors, Senior Management, Management, and most of our Support and Care Staff are Christians that profess Christ as their Saviour. Our staff have a heart for serving God and vulnerable people through their work.

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We extend our support and care to those that have enduring mental health difficulties no matter what faith, origin or nationality.

Resident' needs are regularly prayed for, there is a chapel for reflection time in the middle of each day, where staff and residents alike can focus on God. These Chapel times are led by our staff.

Before our working day commences, each morning there is a time of devotion for staff.

The Environment of Crossways:

Staff at Crossways' care home (No.8) and supported accommodation (Culverdale) work within Government statutory framework, to ensure that residents receive appropriate care to meet their needs. Staff ensure that through regular contact with professionals such as psychiatrists, community psychiatric nurses and social workers, each resident's mental health needs are cared for. For many residents the friendships developed whilst living at Crossways, and being part of a nurturing community, is a stepping stone in itself to achieving stable mental health.

Equality and Acceptance:

In general, people with mental health difficulties can sometimes feel they are labelled unfairly. At Crossways, we believe that everyone is equal no matter what their needs are. Staff recognise that each resident is precious in God's sight. Therefore, each person is treated with dignity and respect, with the hope that the residents will view themselves and each other in the same way.



Typical people we support at Crossways:

Most people come to Crossways because they have developed mental health problems in their teenage years or early twenties. They will be typically aged from twenty to forty-five and have a range of emotional or psychiatric problems. Some of these will be managed by medication, but mostly they will need to have a stable and supportive environment.

How does Crossways help?

We aim to provide an environment where healing of the whole person can take place within a Christian residential setting. Therefore, we try to see the individual beyond the label. Most referrals are from hospital or Secure Units, whilst others may come from their own (or parents') homes.

We afford the time and opportunity for people to lead normal lives in the community. Opposite our care home we have Culverdale which is a hostel that provides supported accommodation and semi independent living. Bethel Court provides six independent flats, which enable Crossways Community to support our residents in reaching their full potential and taking back ownership of their lives.

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What do we want in a new member of staff?		
Essential or Desirable Qualities:	Essential	Desirable
To be in unison with Crossways' Christian Ethos	✓	
Flexibility to work various shifts or duties: day/sleep-in/weekends as required	✓	
Ability to deal with, prioritise and plan work (so as to meet deadlines)	✓	
Ability to work as part of a team and alone unsupervised	✓	
Ability to handle personal stress. Demonstrate confidence in decision making in the event of a crisis	✓	
Good communication skills (verbal and written English). Competent usage of MS Word, Excel, ability to keep accurate and timely electronic and paper records	✓	
Ability to undertake a range of practical skills including some cooking, cleaning, DIY etc.	✓	
An open and honest person able to value other people as they are but to also see their potential	✓	
Experience in liaising with other agencies and professionals, practice in advocacy	✓	
Mobility: ability to climb stairs and a full manual driving licence	✓	
Satisfactory references including an Enhanced CRB Disclosure & medical reference from your GP *see below	✓	
Experience of supporting people with mental health problems and/or working in a care environment	✓	
Relevant additional qualifications or expertise		✓

Basic Terms & Conditions:

Work Place: You will be based in Culverden Park Road, Tunbridge Wells and also in the local community when required.

Hours 40 hours a week or pro rata as agreed which will include a variety of evenings/weekends/on-call. Actual shifts worked will be as required to

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cover the needs of the residents. On average you will work one evening and one weekend shift, three weekends out of four. Normally you will have at least one weekend off every four weeks.

Salary & Benefits as from 6th April 2011

New staff will normally commence employment at a lower grade with the facility to increase grades after successive reviews.

Basic Pay Ranges between £18,561—£19,463 per annum depending on skills and ability.

The following additional payments for unsociable shifts:

Sleep-in (2 staff sleep-in most nights) £26.30 per shift

Weekends/Bank Holiday Allowance £12.60 per shift

Pension An optional Contributory Pension Scheme is open to all staff after three months employment. Crossways contributes 3.5% for the first nine months of the scheme and 7.5% (up to £1,400 p.a.) of basic pay after a minimum of 12 months employment. Employees must contribute at least 2.5% of their salary.

Holidays. Initially 28 days (including Bank Holidays) per annum rising by 1 day per year until a maximum of 33 days leave is achieved (including Bank Holidays). Pro rata arrangements for applicants working less than full-time. No days off in lieu if required to work Bank Holidays as these are included in the holiday allowance.

Sick Pay To start after 3 months employment, 10 days pro rata. 20 days per year pro rata after 12 months' employment.

Working Part-time:

For people who would like to work three or four days a week, we are open to considering staff on a pro rata basis. Please make this clear on the application form.

Job Description

Post Title: Care Worker (RCW)

Responsible To: Registered Manager (or delegated Duty Manager)

Location: Tunbridge Wells, Kent

Brief Description: To be fully involved with other staff and other agencies, in the physical, social, psychological and spiritual care of adults with mental health problems in a residential care home. To carry out the activities necessary to run a large house for sixteen adults.

Care Duties:

- 1.1 To work as a named keyworker with allocated residents to develop and monitor personal care plans so as to encourage residents to participate as fully as possible in the running of the home and the wider community. This will include liaising with other professionals or agencies and accompanying residents on outside activities.
- 1.2 To participate with other staff to encourage and help residents implement their care plan and where appropriate to maintain contact with their family and friends so that they can participate more fully with their care.
- 1.3 To undertake appropriate recording of information linked to the care of residents (where possible how they have progressed towards their care plan) and other related office work as required in running a large care home.
- 1.4 To assist and come along-side residents as they take part in the general cleaning and upkeep of their rooms, their personal washing, and other parts of the house.
- 1.5 To dispense pre-packed medication to residents who require monitoring.

2 Supervision & Training

- 2.1 To accept and receive support, appraisal and supervision from a senior manager.
- 2.2 To attend training courses and events as required.
- 2.3 To seek to use other opportunities to add to and update your training.

3 Policies and Health & Safety

- 3.1 To be aware of current policies, procedures affecting the running of Crossways.
- 3.2 To respond to emergency health and safety situations in accordance with Crossways' policies.
- 3.3 To be aware of risk assessments of residents in or out of Crossways.
- 3.4 To help ensure the security of Crossways and be conscious of general security reporting any matters of general concern to the Duty Manager.

4 Practical, Domestic & General Duties

- 4.1 To be undertake practical duties as required which may include: cooking, general cleaning, maintenance and upkeep of the house, shopping for food or other items required for the house.
- 4.2 To take and participate in 'chapel', daily times of meditation, singing and prayer, and attend bi-monthly mornings of prayer.
- 4.3 To help prepare and be involved in annual Coffee Morning, Thanksgiving Service, Residents' party and other such Crossways' events as appropriate.
- 4.4 To carry out any other ad hoc duties as required by the Duty Manager.

Further Information:

Hopefully, this booklet will answer most questions you may have about working at Crossways. If you are called for interview, you will be given time to look around

Crossways and meet with other staff and residents. Further information is also available on our website: www.crosswayscommunity.org.uk.

Request for a Medical Reference:

If you are successful in being offered employment at Crossways subject to references, our policy is to have confirmation from your GP that you are “physically & mentally fit” for the work you are to perform at Crossways. You will need to complete an authorisation form, which we will send to you if you are asked to come to interview. A fuller copy of your rights will be sent to you if an authorisation is required. **Please note: we will not contact your GP unless we offer you the job subject to references.**



Employing People With Conviction

Policy on Recruitment of People with a Criminal Record

Crossways Community (Crossways) welcomes diversity in candidates and aims to promote equality of opportunity for all with the right mix of talent, skills and potential. A criminal record will be taken into account for recruitment purposes only where convictions are relevant. As Crossways meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants are offered employment subject to a Disclosure check from the Criminal Records Bureau before appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions. All such information is strictly confidential. Having a criminal record in itself does not necessarily prevent a person from being appointed to any post. However, where it is felt, that a recent or serious offence might mean that a person presents a risk to vulnerable adults then that person cannot be appointed. Please note, there is little guidance in this area but we will endeavour to consider any information in accordance with best practice and the CRB Code of Practice. Discrimination against applicants or employed staff who have disclosed their criminal record is not permissible unless, the offence committed means that it would be inappropriate for us to continue to employ them.

Factual Errors on a Disclosure Form:

Although the CRB has rigorous procedures to ensure accuracy, there may be rare occasions when errors appear. If you feel this is the case, we will suspend your application until the CRB can verify their records.

Retention & Disposal of Disclosure Form

Once we have received your Disclosure, we will keep it in a secure place for up to 6 months or as long as we are required by CQC. Once it has been verified, then the section referring to any convictions will be securely disposed of.

These are extracts of the policies on Equal Opportunities, and the Use, Retention & Disposal of CRB Disclosures. Copies of which are available on request.

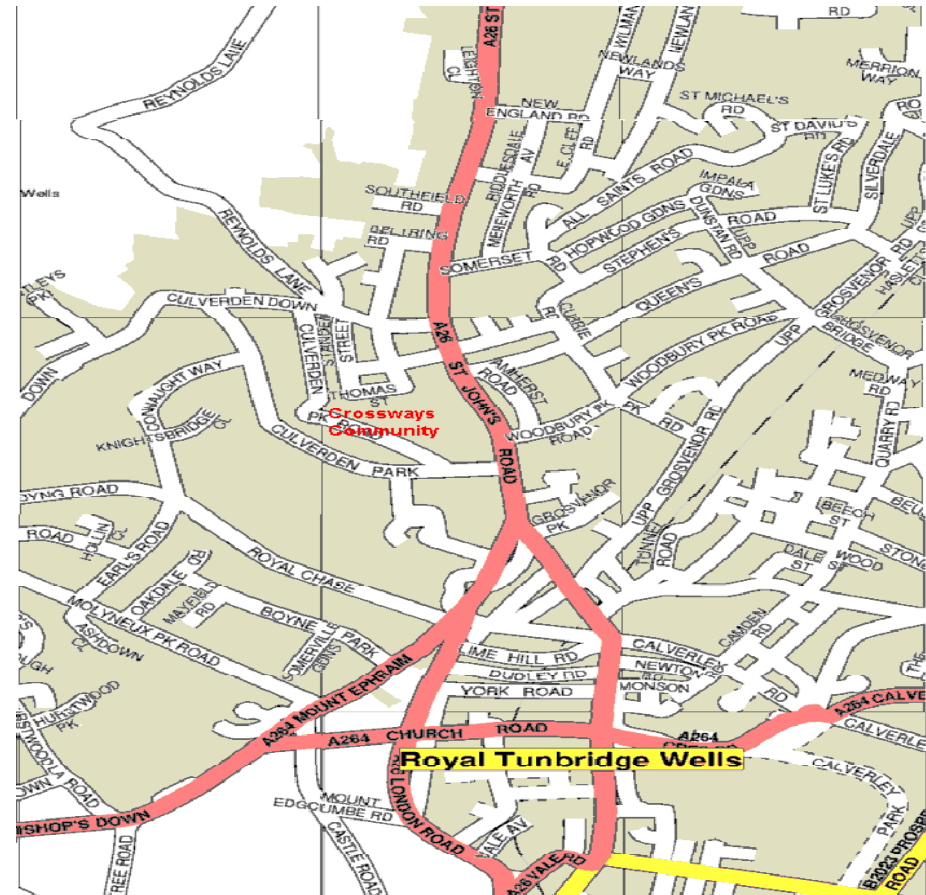
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This brochure is intended to give an outline of the position of Residential Care Worker. It may be subject to change. Full terms and conditions of employment will be issued if an offer of employment is made.

Crossways Community is a company limited by guarantee. Registered Office: 17 Church Road, Tunbridge Well, Kent TN1 1LG.
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