

*Working at Moxham House  
(Crossways Community's Care Home)*



*Care Home Support 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 places where people can come, feel accepted and gain insight into their lives. A safe place where people can grow and develop, gaining confidence.



### **What we have**

In the early 1990's, 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 supported accommodation for 18 people (now for 22 people) with staff support in a quiet area of Tunbridge Wells 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 ensuite 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**

Crossways Community always endeavours to put Jesus at the centre. All the support and care staff are Christians, with a heart for serving God and vulnerable people through their work. Residents' needs are regularly prayed for, and there is a chapel/reflection time in the middle of each day where staff and residents alike can focus on God. As well as required care and support standards, Crossways' core focus is on Jesus, with the knowledge that His love can heal people and make them whole.

### **The Environment of Crossways**

Staff at Crossways' care home (Moxham House) and supported accommodation (Culverdale) work within national care and support standards, 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 eyes. 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 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 people are referred from hospital, whilst others may come from their own (or parents') homes. We offer the time and opportunity for people to lead normal lives in the community. Opposite our care home we have a hostel and six independent flats therefore we can support people with different needs.

### ***What do we want in a new member of staff?***

You will need to show in your application that you have the following necessary criteria for the position you are applying for. It will help your application if you also possess some or all of the desirable qualities :

#### **Basic Terms & Conditions**

##### **Essential Qualities**

- \* Sympathetic and appreciative of Crossways' Christian Ethos
- \* Experience of working with other agencies and professionals
- \* Practice in advocacy, administration and computer literacy
- \* Able to demonstrate confidence in decision making in the event of a crisis,
- \* Ability to handle personal stress.
- \* Good communication skills (verbal and written English)
- \* Experience in carrying out to undertake a range of supportive, practical and domestic skills.
- \* An open and honest person able to value other people as they are but to also see their potential.
- \* Significant experience in working with vulnerable adults with mental health problems
- \* Mobility: Ability to climb stairs & a full UK manual driving licence
- \* Flexibility to work day/sleep-in/weekends/evenings/on-call pager shifts or duties as required
- \* Satisfactory references including an Enhanced DBS Disclosure *\*see below*
- \* Ability to work as part of a team and alone unsupervised.

**Hours** 37.5 hours a week or pro rata as agreed which will include a variety of evening/weekend/on-call/pager duties. Actual shifts worked will be as required to cover the needs of the residents, on average you will work one evening/on-call shift, one or two pager shifts per week, and one weekend shift, three weekends out of four. Normally you will have at least one weekend off every four weeks.

**Gross Pay** **With the allowances below, current annual salaries are typically in the range of £20,000 - £22,000 (pro rata).** New staff will normally start at a lower grade with the facility to increase grades after successive reviews. Basic Pay will be from £18,082—£19,866 (pro rata) per annum depending on skills and ability.

The following additional payments for unsociable shifts:

- ◇ Sleep-in allowance £27.30 per shift
- ◇ Weekends/Bank Holiday Allowance £13.30 per shift
- ◇ On-Call Pager £6.65 per shift
- ◇ **Contributory Pension Scheme** is open to all staff after three months' employment and staff earning more than £10,000pa will be auto-enrolled. Crossways contributes 4% for the first nine months of the scheme and 7.5% of basic pay after a minimum of 12 months employment. Employees must contribute at least 5% of their salary.
- ◇ **Death in service policy**— 4 times basic pay (subject to eligibility)
- ◇ **Holidays.** Initially 28 days increasing to 1 day a year to a maximum of 33 a year. Bank Holidays are included in the holiday allowance.
- ◇ **Sick Pay** After 3 months, 10 days paid sick leave per 12 months. Thereafter, 20 days paid sick leave per 12 months employment. This will include any SSP payable.
- ◇ Full induction and on-going training and formal supervision, appraisal and staff support.

**All salaries are reviewed in April: next review April 2018.**

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#### **Job Description**

Post Title: Care Home Support Worker

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 etc.
- 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 with their care.
- 1.3 To undertake appropriate recording of information linked to the care of residents (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.
- 1.6 To take responsibility for safeguarding residents and provide for their effective wellbeing.

## 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 training.

## 3 Policies and Health & Safety

- 3.1 To be aware of current policies, procedures and the Staff Handbook affecting the running of Crossways.
- 3.2 To respond to emergency health and safety situations and 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 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.

# Employing People With Conviction Policy on Recruitment of People with a Criminal Record

## Disclosure & Barring Certificate (formerly CRB Disclosure)



It is a legal requirement for staff who work at Crossways to have a new Enhanced DBS Disclosure. We will pay the cost of the Disclosure (**currently £44**) but if you leave Crossways' employment within 6 months, we may seek to have this cost reimbursed from you. We cannot confirm your employment until we have received a satisfactory Disclosure.

Crossways Community 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 DBS 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 DBS 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.

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

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