



JOB DESCRIPTION

Support and Escort Worker

Company Outline

Operating nationwide 24 hours a day 365 days a year, Wrixon Care is an established family-run business. Our range of services has expanded considerably since the Company was established in 1997 and we now offer a significant choice of services for a wide range of service users across the UK. We have, however, retained the same strong values and remain committed to achieving the best possible outcomes for all those in our care.

We work in partnership with, amongst others, local authorities nationwide to provide services which meet professional requirements and are sensitive and responsive to the individual needs of our service users.

Post Outline

Our staff work in a variety of different, often very challenging situations and environments with service users in a wide range of circumstances and with their own individual support requirements. So every day is a different experience and every task a new challenge.

Working mainly with vulnerable children and young people but also with families and, occasionally vulnerable adults (potentially including ex-offenders), support our service users to achieve the best possible outcome. Although escorting remains at the core of what we do, we provide support services which range from working with children and families with short-term needs to delivering long-term bespoke support packages for those with particularly complex needs.

Location

Tasks normally commence and finish at your most local base; however, you may be required to travel to meet with other members of a team or to commence a task from a different base/ location. On occasion, tasks will require overnight stays.

Main Tasks, Duties and Responsibilities

To provide a range of escort and other support services in accordance with Company procedures and relevant guidance as well as the specific requirements of the service purchaser and users including:

Escort

Escort tasks include:

- (i) Secure escort of children and young people to/ from secure environments including secure units, courts, police stations etc and for appointments in non-secure environments such as hospitals and dental surgeries.
- (ii) Non-secure escort of children, young people and vulnerable adults as required.

Responsibilities include:

Take responsibility for the security (as appropriate), safety and welfare of the child/ young person or vulnerable adult in your care, ensuring a sensitive and non-judgemental response to their situation, providing specific support as relevant and ensuring that their rights and correct procedures are observed.

Be competent in Managing Actual and Potential Aggression (MAPA) and in applying handcuffs and soft-cuffs using relevant techniques as and when necessary and appropriate.

As a member of a team, contribute to all aspects of an escort task as required, including driving, liaising with other professionals; taking responsibility for the safety, wellbeing (and security as appropriate) of the service user and completing relevant documentation fully and accurately (in hard copy and on an iPad as necessary). When working alone, take sole responsibility for the above (you will not be assigned to work alone on secure tasks).

Care, Supervision and Support

Provide appropriate care, supervision and support for children, young people, families or vulnerable adults as required in a wide range of situations in accordance with Company policies, procedures and guidance and the specific requirements of the task (which may include meeting particularly complex support needs of those in your care).

Work within children's (secure) residential units supplementing existing in-house staffing.

Work with management and the relevant commissioning authority to devise and implement support packages to achieve the best possible outcomes for service users.

Liaise with other agencies and community resources as appropriate to access local service provision, for example, where appropriate.

As required, act as an Appropriate Adult ensuring that the rights of vulnerable persons detained in police custody are observed.

Assist and support as required to implement relevant orders including Welfare Recovery Orders.

Ensure the security, safety and wellbeing of children and young people subject to a secure order during a stay in hospital (Secure Bed Watch).

Provide bespoke support services for service users with complex support needs. Such services may be required over a short or longer-term period and may be ad hoc or 24 hour 'live-in' support.

Supervise contact visits between children/ young people in the care system and family members.

Assist with a range of other 24-hour support tasks on a rota arrangement.

General

Work as part of a team or alone as required.

Drive; complete vehicle checks and report faults, damage etc as necessary.

Support as appropriate the service user in your care and ensuring their safety and wellbeing at all times.

Ensure that appropriate information is recorded fully and accurately and contact maintained with relevant internal managers and externally as appropriate to provide verbal updates on tasks.

Under the supervision of senior staff/ management and the relevant commissioning authority, record and report any specific matters of concern relating to the welfare of those in your care.

Support new staff members to achieve the probationary requirements.

Lead a task as required.

Any other duties as necessary and as directed in accordance with the operational requirements of the business.

March 2018



CONDITIONS OF APPOINTMENT

Support and Escort Worker

Working Hours and Arrangements

Wrixon Care operates 24 hours a day 365 days a year in a business where flexibility is key. We offer a range of employment contract options (as detailed below) on either a 'minimum hours guaranteed' or 'zero hours' basis which allows you to decide on your own work-life balance preferences.

Place of Work

The Company operates nationwide but tasks normally commence and finish at one of our regional bases (Broxbourne, Hertfordshire; County Durham; Telford, Shropshire; Astley, Greater Manchester; Redditch/ Worcester, the Midlands; Cardiff, South Wales and Paisley/ Glasgow, Scotland. Tasks typically commence from your most local base.

Pre-appointment Checks

Any offer of appointment is subject to satisfactory pre-appointment checks:

- (i) Evidence of entitlement to work in the UK;
- (ii) For appointments in England and Wales, a Disclosure and Barring Service (DBS) Enhanced Disclosure covering work with children and vulnerable adults. The Company also requires membership of the DBS update service. Appointments in Scotland are subject to Membership of Disclosure Scotland's Protecting Vulnerable Groups (PVG) Scheme;
- (iii) Employment/ education references covering the previous five year period;
- (iv) A personal reference; and
- (v) A valid driving licence and record of driving.

Probationary Requirements

Confirmation of the appointment is subject to satisfactory completion of our probationary requirements which include:

- (i) Completion of the Company's induction training programme – including RoSPA online driving assessment and training;
- (ii) Evidence of relevant competencies and ability to fulfil the performance requirements across the range of our work gained through working on key core tasks;
- (iii) Availability in accordance with contractual requirements; and
- (iv) Completion of the probation process confirming achievement of required standards of knowledge, skills and performance.

Rate of Pay

The hourly rate of pay is as detailed below.

Company Vehicles

The Company has a fleet of fully maintained and equipped vehicles based at regional sites across the country which are allocated to tasks as appropriate.

Annual Leave

5.6 weeks annual leave paid according to contractual arrangements.

Training and Development

As well as comprehensive induction training, the Company operates a programme of ongoing refresher, update and staff development training. Together with support and guidance from senior staff whilst on operational tasks, this ensures that each member of the team is competent and confident in all aspects of their role on a range of operational tasks.

Attendance of training is paid according to Company policy.

Equality and Diversity

We are committed to the principles of equality and diversity and expect the same commitment from our staff.

September 2018



Contract Options

Rates of Pay

	During Probation	Completed probation
Zero hours		
Zero hours contracts require no set availability commitments Availability for work can be offered on any week or weekend days	£10.00 ph	£11.00ph
Guaranteed minimum hours		
Both of these contract options require availability for work over 24-hours on rostered days		
A minimum hours guaranteed contract based on an average of 20 hours per week/ 260 hours per quarter This contract requires availability for work on six rostered weekdays per fortnight plus one weekend in three (in Scotland, 11 weekdays in three weeks)	£10.00ph (£10,400pa)	£11.00ph (£11,440pa)
A minimum hours guaranteed contract based on an average of 35 hours per week/ 455 hours per quarter This contract requires availability for work on five weekdays each week plus alternate weekends	£10.00ph (£18,200pa)	£11.50ph (£20,930pa)

Enhanced rates are paid for some weekend tasks (from 18.00 on Fridays to midnight on Sundays £15.00 per hour) and on bank holidays (double standard time/ triple standard time on Christmas Day and New Year's Day)

April 2018