

BETTER LIVES

strengthening independence



SHOP

Recruitment Pack

SHOP Supporter

April 2023



Thank you for your interest in working with Better Lives.

Who are we?

Better Lives have been supporting older and vulnerable people across Knowsley for over 20 years. We have delivered wide ranging support and have continuously adapted to the growing needs of our ageing communities. All the work we do is based upon the principles of advocacy. We embed these principles to ensure our clients and customers are supported to remain independent for longer, whilst maintaining a positive quality of life and good physical and mental wellbeing.

We are a well-connected organisation across Knowsley, working regularly in collaboration with One Knowsley, Knowsley Council and local third sector partners such as Sight & Mind, TASC, Knowsley Disability Concern. Through our established local networks we contribute to, and deliver, life changing support and services to older and vulnerable residents in Knowsley and across the Liverpool City Region.

Our Work

At Better Lives, our connections with the community and the people we serve are the most important ones. That's why we only deliver services that meet current need and build upon what matters to our residents and what they value for a healthy, happy and independent life.

SHOP



SHOP offers a range of unique, long-term services to clients within their own homes. Our services include; shopping, light housework, decluttering and a befriending service. It incorporates The CORE Project, to enable people to retain their independence and remain at home. Shopping for clients at a



supermarket of their choice, picking up the items they want and safely delivering it to them, offering help with unpacking shopping inside the home if required; cleaning for clients in their own homes based on cleaning and tidying the client wishes their supporter to complete, and fulfilled using the clients own cleaning products.

CORE



CORE (Companions. Options. Respect. Excellence.) offers befriending and companionship for people who experiences loneliness and social isolation. People may be unable to leave their home or may want to improve their confidence to get out and access their local community. Our dedicated CORE Companions empower people to achieve their personal aspirations, offering friendship and companionship along the way. CORE makes up a key component of both our SHOP and Hospital Discharge provision.

TASK



TASK stands for TrAder Scheme Knowsley. We have a number of trader members featured in our TASK directory who are all local traders and small businesses. Traders must apply to become members and checked and vetted before being approved to feature in the TASK directory. Residents can contact our dedicated TASK phoneline for details of traders from a wide range of trades. We provide a number of contacts for different traders so that our caller can acquire a number of quotes before deciding which trader to go for.

A Good Life



A Good Life is our partnership project working alongside Sight & Mind, TASC and Knowsley Disability Concern. This project works with Knowsley residents to address a range of

issues by connecting them with support from a team of Connectors who will help residents deal with crisis, overcome issues and build resilience, giving them the skills and knowledge to cope in the future. We connect people to a wealth of community services available in Knowsley to help improve the situation and move residents closer to having A Good Life.

- Regular contact with the Project Lead for practical advice and support
- Support through supervision when required
- Flexible working hours to fit around you

The Role

The SHOP Supporter will work on a one-to-one basis with older people upon referral into the service. They will provide support with practical day to day tasks that have been agreed between the client and the SHOP Coordinator following an assessment. This can include, shopping, cleaning, a sitting service for older people living with dementia or other health condition, offering respite to the carer. In some instances, this may involve accompanied visits to social gatherings, shopping or medical appointments which are judged on a case by case basis.

We seek caring and compassionate Supporters with excellent communication skills. You will be intuitive and confident working independently, with guidance from the SHOP Project Lead. You will have a natural empathy for older people and the practical skills and qualities to carry out the tasks involved.

Working For Better Lives

Working at Better Lives, you can expect to be part of a supportive and collaborative team. Better Lives can offer:

- Enhanced DBS check
- Full training provided, including safeguarding and health and safety



Job Description

Role: SHOP Supporter (self-employed)

Salary: £12 per hour

Hours: To be agreed

Travel arrangements: Daily travel in and around Knowsley is required

Contract: Self-employed

Responsible to: SHOP Lead

Overview

Under the direction of the SHOP Lead you will work with a caseload of clients on a one-to-one basis and will provide support with practical day to day tasks that have been agreed between the client and the SHOP Lead following an assessment. This can include, shopping, cleaning, a sitting service for older people living with dementia or other health condition which offers respite to the carer and in some instances may involve accompanied visits to social gatherings, shopping or medical appointments (judged on a case by case basis). You will be caring and supportive, have a natural empathy for older people and will possess the practical skills and qualities to carry out the tasks involved as part of the role.

Main duties and responsibilities

- Shopping calls:
 - Attending client property to receive shopping list and clients own payment method
 - Travelling to store of clients choice
 - Completing shopping required
 - Delivering shopping safely to the clients homes; returning to clients home with shopping and receipt
 - Unpacking shopping inside the home if the client requires this
 - administering receipt to client for payment for service if required
- Cleaning calls:
 - Visiting the clients home
 - Discussing what cleaning jobs the client requires for the call
 - Completing cleaning
 - Ensuring client is happy with standard of work
 - Administering receipt to client for payment for service if required.
- Other:
 - Build and maintain professional relationships with clients and other stakeholders such as family members and referral agencies
 - Understand and implement key policies in daily practice such as safeguarding and GDPR
 - Supporting SHOP Lead to monitor quality of delivery and impact of the service
 - Maintain accurate records and input data using our customised database
 - Abide by BETTER LIVES' policies and procedures
 - Attend meetings and training where necessary
 - Undertake flexible working hours when required
 - Regularly travel across Knowsley
 - Undertake other tasks and duties as deemed appropriate by the SHOP Coordinator and Chief Officer when required



Person Specification

We will interview candidates who can demonstrate the following qualifications, skills and attributes. When completing your application, use examples from your professional and personal life to demonstrate how you fulfil the criteria required at the application stage.

Better Lives hold a commitment to equity in the workplace, anti-discrimination and anti-oppressive policy and practice. This commitment is an expectation of all of our staff members, and is upheld throughout our recruitment process.

	Criteria	Assessment Method
Knowledge and experience	Experience of supporting older and/or vulnerable adults in a care setting on own home	Application Interview
	Experience of working with a range of stakeholders, such as families, referral agencies and potential clients/customers	Application Interview
	Knowledge and understanding of issues faced by older people and potential barriers to older people retaining independence	Interview
	Knowledge and understanding of safeguarding, professional boundaries, confidentiality and data protection, in relation to working with adults and older people	Interview
Skills, abilities and competencies	Ability to communicate with a wide range of people and through a variety of methods, including those who may experience communication difficulties	Application Interview
	Ability to work effectively both independently and as part of a collaborative team	Interview
	Ability to handle multiple tasks in a fast paced environment, set priorities and remain calm under pressure	Application Interview
	Excellent numeracy, literacy and report writing skills, with the ability to maintain accurate records	Application
	Excellent Office IT skills and ability to use email effectively	Application
	Able to work flexible hours when required and travel widely in and around Knowsley	Application
Personal attributes	A natural empathy and compassion towards older and vulnerable people	Application Interview
	A friendly, approachable and enthusiastic attitude	Application Interview
	Able to support and empower people to achieve their own desired goals	Application Interview



Safeguarding Children and Vulnerable Adults

The post holder will be subject to an enhanced Disclosure and Barring Service check upon appointment, and every three years thereafter.

Better Lives is committed to safeguarding vulnerable adults, children and young people. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a vulnerable adult, child or young person. We will support you in this process by providing training, support and advice. We work in partnership with key agencies to protect vulnerable adults, children and young people. For vulnerable adults you should be aware of your responsibilities detailed in the Knowsley Safeguarding Adults Policy and for children in the Safeguarding Children Boards Child Protection Procedures.

Rehabilitation of Offenders Act 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Application Process

To apply for this post, please submit a completed application form.

Completed applications can be returned by email to val.mcgregor@better-lives.org.uk or by post to:

Better Lives
The Old Schoolhouse
St Johns Road
Huyton
L36 0UX

If you are shortlisted for interview, you will be contacted using the details provided on your application to inform you of your interview date and time.

