

# HEALTH and SOCIAL CARE PROSPECTUS

YOUR GATEWAY TO A MORE FULFILLING CAREER



ADVANCE  
DONCASTER



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# WELCOME

▷ **I am so glad that you are interested in a career in Health and Social Care. I am even happier that you are considering working in Doncaster.**

Doncaster is a brilliant place to work and a place where you can make a real difference. You will discover that staff here, whatever health or social care role they work in, are committed to working together in

the interests of local people. That applies to staff employed by the NHS, the Council and our independent, voluntary, and community and faith sectors. It applies across both community and hospital settings, and everything in between. And it definitely includes the brilliant administrative and support staff who work in health and social care, keeping everything running behind the scenes.

Whatever you do, you will be making

a positive impact on many of our most vulnerable people and their families, in every aspect of their lives. And you won't be bored: no two days will be the same!

I hope that this prospectus inspires you as you consider the options you have open to you in Doncaster, and I look forward to working alongside you very soon.

**Phil Holmes**  
**Director of Adults, Health and Wellbeing**





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## WHAT IS HEALTH AND SOCIAL CARE?

**Health care is the treatment of ill health and medical conditions in hospitals, health centres and in the community. This can be the treatment of illness, control or prevention of a disease, injury or disability and the aftercare of a person with these needs.**

The NHS employed over 1.2 million staff

in 2019 making it the largest employer in the UK and one of the biggest in the World.

Social care is the support and care of vulnerable people, within the community dealing with the activities of daily living. It can include help in terms of maintaining independence, social interaction, protection from vulnerable situations and help in managing complex relationships.

The total number of jobs within the adult



care sector in the UK is 2.6 million jobs and contributes £46.2 billion to the UK's economy.

The Health and Social Care sector is one of the fastest growing sectors in the UK. 23% of new jobs created in the UK by 2022 will be in Health and Social Care.

Wherever you are at in your career journey there is a Health and Social Care pathway career for you.

Many jobs in the Health and Social Care sector are graduate level, and require specific qualifications at degree level and above, for example Nurse, Doctor, Pharmacist and Physiotherapist, the list is vast. However,

some careers in the sector can be started without qualifications but usually require some learning whilst you are working, for example, a NVQ Level 2 or Level 3 in Health and Social Care. However, your attitude and life experiences are just as important for employers to work out if you are suitable for the role.

Apprenticeships are available within this sector, for example, Adult Care Worker, Health Care Support Worker and Paramedic. Explore apprenticeships at [www.apprenticeships.gov.uk](http://www.apprenticeships.gov.uk)

There are also a range of qualifications, which can be undertaken in Health and Social Care, for example A-Levels and BTECs that can be achieved at college.

For further details, please visit:

[www.ucasprogress.com](http://www.ucasprogress.com)



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## FIND OUT WHY HEALTH AND SOCIAL CARE COULD BE THE CAREER PATH FOR YOU

▷ This prospectus is your one stop guide to a range of Health and Social Care careers, which are based locally and with organisations who recruit local people.

The prospectus is packed with information, advice and guidance to help you make informed choices at whatever

point you are at with your career.

- Find out what different career options are available to enable you to realise your potential.
- Learn about apprenticeship opportunities and work experience options that are available to you.





// All staff are actively encouraged to acquire new skills by attending training programmes, online learning and being offered the opportunity to attain further qualifications

//



- Take a look at our case studies and be inspired by real-life career journeys.
- Find out what amazing benefits are on offer when you become part of the Health and Social Care team.
- Discover how your career can progress through the excellent support and training you will receive.

**If you want a career where the work is highly rewarding, where you can progress, have job security, and get an enormous sense of personal achievement from knowing you are helping other people, then Health and Social Care could be for you.**



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## HEALTH

Doncaster has many Health Care providers, which create an extensive number of choices when considering careers in this sector. The following pages contain inspirational case studies, lots of information about the exciting roles available and how to go about applying for your career within Health.

**Want to find out more? Take a look!**

# 01

CASE STUDY  
**NHS – DONCASTER AND BASSETLAW  
TEACHING HOSPITALS – NHS FOUNDATION TRUST**



**Doncaster and Bassetlaw  
Teaching Hospitals**  
NHS Foundation Trust

**BUSINESS STATEMENT**

**As an Acute Teaching Hospitals Trust, and a leading partner in health and social care across South Yorkshire and Bassetlaw, we work with our patients, partners and the public to maintain and improve the delivery of high quality integrated care.**

**We are also guided by our values of 'WE CARE', which stand for:**

We always put the patient first

Everyone counts – we treat each other with courtesy, honest, respect and dignity

Committed to quality and continuously improving patient experience

Always caring and compassionate

Responsible and accountable for our actions – taking pride in our work

Encouraging and valuing our diverse staff and rewarding ability and innovation



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## WHY CHOOSE US AS AN EMPLOYER

▷ **Doncaster and Bassetlaw Teaching Hospitals (DBTH) is one of Yorkshire's leading acute trusts, serving a population of more than 420,000 across South Yorkshire, North Nottinghamshire and the surrounding areas.**

Hosting three main hospital sites and a number of additional services, the Trust is one of only five Teaching Hospitals in Yorkshire and trains 25% of all medical students in the region,

and 30% of all other healthcare professional students. Education is extremely important to us, and as such, this is part of our core offer as an employer and organisation.

As Doncaster and Worksop's largest employer, with over 6,600 staff and over 250 careers, every member of Team DBTH contributes to patient care, and has a personal stake in our future successes and achievements.

As we operate a number of sites, you will gain a sense of a

large and expansive organisation; however, it is very important that our Trust have a great sense of community and identity, with an accessible leadership team and a great sense that each member of the team can make the difference.

We are proud that many of those in senior positions within the Trust began their careers here, and we have a large number of long serving team members, with one member of staff recently retiring after 50 years of service, having spent their entire career at the Trust.

It is our goal to give those who join Team DBTH the tools and opportunities in order to grow their career, so whether you spend just one year or fifty



with us, it is our pledge to help you **Develop, Belong and Thrive, Here.**

**BENEFITS OF WORKING FOR US INCLUDE:**

**Learning and development opportunities**

As one of the region’s Teaching Hospitals, we believe it’s absolutely paramount to encourage our staff to develop in their chosen professions. From dedicated training sessions to lunchtime lectures with inspirational and engaging speakers, our dedicated Education Team can help you to take that next step in your career, whatever that may be.

**Park and Ride**

We understand that parking and transport can be an issue at most hospitals, this is why at Doncaster Royal Infirmary we provide a bus service to and from our 500 capacity car park, both of which are absolutely free, as we work across multiple sites in a 20-mile radius.

**Health and Wellbeing**

Working within the hustle and bustle of the NHS can make it hard to find time for yourself. Whether it’s joining the DBTH netball team, taking part in a lunch-time walk with colleagues or getting your flu jab – our Health and Wellbeing Team are here to ensure you’re supported in leading and maintaining a healthy lifestyle.

**Family friendly trust**

The Trust is committed to improving the working lives of its staff and offers various benefits to attract and retain a motivated workforce. These include: Job Share Scheme, Term Time Contracts, Paternity Leave, Maternity Leave, Career Break Scheme, Adoption Leave, Leave in Domestic Emergencies and Flexible Retirement.

**Weekly newsletter and communications**

Keeping up with the latest happenings within an expansive and varied organisation such as ours can be tough, that’s why we publish a weekly newsletter called the Buzz. Here you can find out about the latest Trust news, events and achievements. We also maintain a staff Facebook group to help make keeping up with the organisation even easier!

**STAR Awards**

Recognising our staff for their hard work and dedication is very important at DBTH. Each month a team and individual member of staff is awarded our STAR Award, with a glitzy





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▷ annual event held for our STARS of the year.

These are just some of the benefits to working at DBTH, without mentioning the benefits which come with working as a valued member of the NHS.

### **FUTURE PROGRESSION OPPORTUNITIES**

As a Teaching Hospital, it's our priority to ensure staff have the opportunity to progress within their career. We are

extremely proud that a number of colleagues within the Trust began their journey within the NHS as apprentices, trainees or junior workers at our hospital, before reaching senior management positions.

At DBTH we pledge to help you Develop, Belong and Thrive, Here – whether you are with us for a handful of years or a number of decades, we want to support you achieve whatever you set your mind to.





// We are also proud to reflect this mobility within our divisional structures and can happily report that we now have career progression from Apprentice Admin right through to the Chief Operating Officer – a claim not many organisations can hold

//



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## CASE STUDY

# RICHARD PARKER OBE

CHIEF EXECUTIVE



I've spent many happy years working as a Registered Nurse within hospitals in South Yorkshire and also a little bit beyond, mainly within Intensive Care and Theatres, and now as Chief Executive of Doncaster and Bassetlaw Teaching Hospitals (DBTH), I'm privileged in that I can look back on a really fulfilling career.

Growing up in the Manor and Hackenthorpe areas of Sheffield, I decided to train to become a nurse in the early 1980s,

qualifying as one of only two males within my graduating class at the Sheffield School of Nursing in 1985.

Once a Registered Nurse, I worked in a variety of roles and specialised in intensive care nursing. As a clinical nurse, each shift brought with it a new challenge but looking after patients and making a real difference to people's lives makes all of the hard work worthwhile.

Over the years I progressed to different hospitals, working at what was Doncaster and Montagu Hospitals (now DBTH) in the early nineties, where the organisation

invested in me so I could go on to post-graduate studies. A number of years later and a few different positions at various organisations in the area and I returned in 2013 to become the Director of Nursing, Midwifery and Quality, before advancing on to Chief Executive in January 2017.

Within the health service there is a wealth of variety and opportunity, and this is what we want to offer you at DBTH.

As you might be aware, the NHS is currently facing challenges when it comes to workforce – we should see this as an opportunity to do things differently. At DBTH is our overriding ambition to give those wishing to join the health service the best possible support, development and opportunities.

The most important asset we have is the people who work here and care about the work we do.



## CASE STUDY MARTIN

### DIETITIAN

Dietitians are one of 14 Allied Health Professions who work across a variety of settings including the public sector and most typically in the NHS.

All dietitians hold a BSc in Dietetics or a related science degree with a post graduate degree in Dietetics as a minimum qualification. Entry requirements on to any dietetics course will require a solid base of knowledge in sciences especially chemistry and biology. Dietitians are regulated by the Health and Care Professions Council and use evidence based practice to assess, diagnose and treat dietary and nutritional problems at an individual and wider public-health level.

Martin is an NHS dietitian currently working at Doncaster and Bassetlaw Teaching Hospitals NHS Foundation trust. On leaving school at 16, Martin trained as a chef until deciding to change his career path and train to be a dietitian taking a more academic approach to working with food and nutrition.

His career journey involved returning to college to sit A-levels prior to undertaking an undergraduate degree in Dietetics. Martin started work at Doncaster Royal Infirmary after qualifying and has eventually specialised to become the Clinical Lead Dietitian for nutrition support. This includes managing

patients receiving intravenous nutrition and those on the Critical Care Unit.



## CASE STUDY

# JAY

### TRAINEE NURSING ASSOCIATE

I started my career in healthcare five years ago after my dad passed away and I was inspired by those who cared for him. Now, I'm about to finish my first year as a Trainee Nurse Associate (TNA) at Doncaster and Bassetlaw Teaching Hospitals and I'm so proud of how far I have come.

I had been a Healthcare Assistant (HCA) for four years before I joined the TNA course but I really wanted to go into

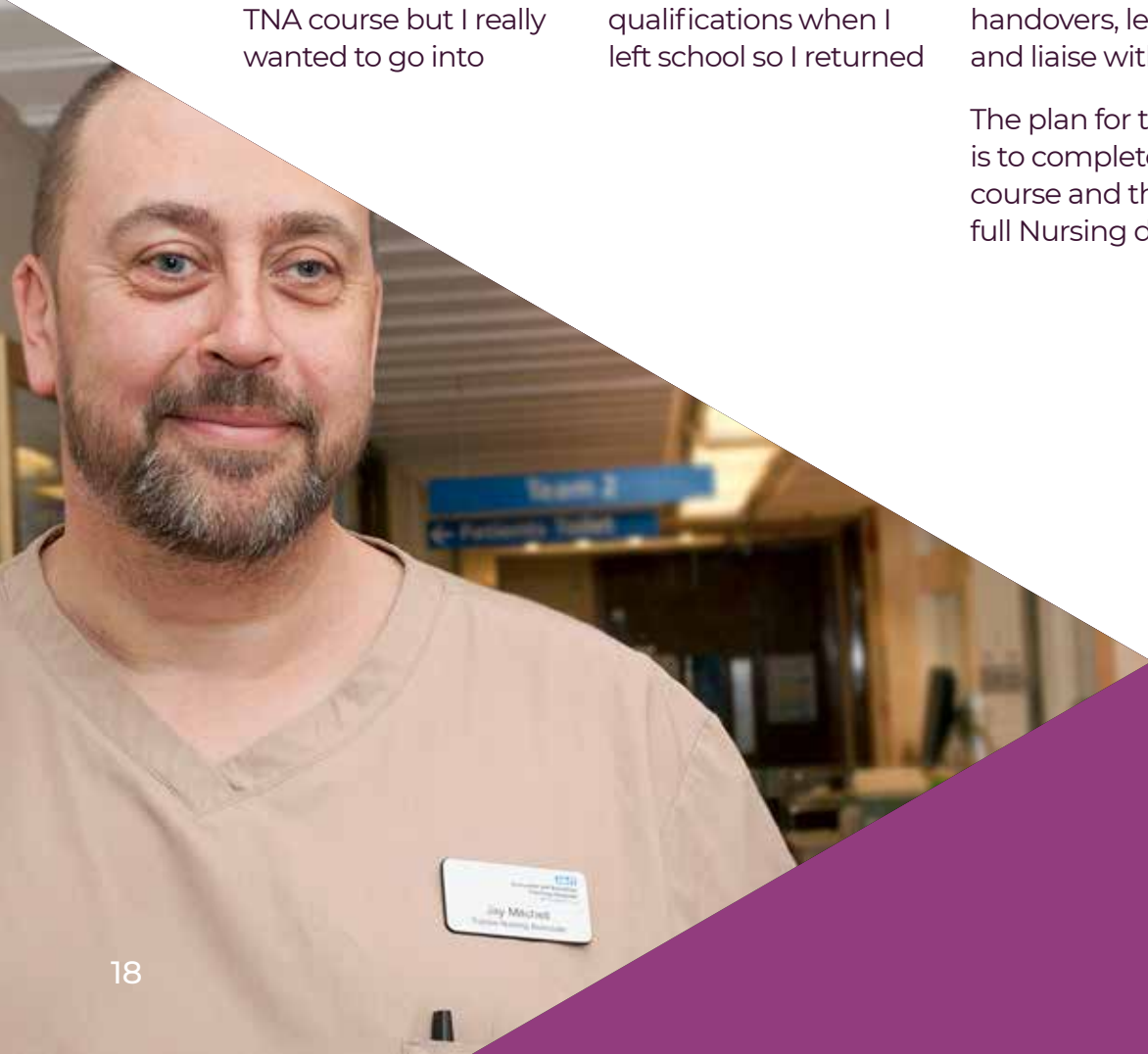
nursing. But, with three children to support, I couldn't afford to leave work for three years to take the usual route into nursing. Then I heard about the TNA role which provided an opportunity to take on more duties and support nurses on the ward to take the pressure off some of their workload and bridge the gap between HCAs and Nurses.

I didn't have many qualifications when I left school so I returned

to college in 2015 to do maths and English and then applied to become a Trainee Nursing Associate. It's been difficult to go back into learning as an adult but I am really enjoying it and I'm excited to learn more.

The role at the Trust has given me the opportunity to gain some more experience and take on more responsibilities on my journey to being a nurse. I now take handovers, lead a team and liaise with doctors.

The plan for the future is to complete the TNA course and then do a full Nursing degree.



## I'M INTERESTED WHAT NEXT?

### What and where can I get work experience:

Undertaking a work experience placement at the Trust is a fantastic way to gain insight into a particular career within the health service. Often people think of the NHS as nurses and doctors, however, there are over 250 different roles which collectively ensure that a hospital runs well, offering the best possible care for patients.

Our work experience placements are a valuable opportunity to develop confidence as well as skills, such as time management, organisation and gain an insight into workplace culture. Each year, we offer around 300 placements to local students, as well as

those looking for a career change.

For work experience opportunities email [dbth.workexperience@nhs.net](mailto:dbth.workexperience@nhs.net)

## WHAT DO WE LOOK FOR IN AN EMPLOYEE?

As an organisation, we look for candidates who, above all else, will ensure that patient care and treatment is of the utmost importance. Employees will take a strategic approach to their work, build positive relationships with colleagues, establish credibility amongst peers, hold a passion to succeed and work as an effective team member.

Most of all, we are looking for individuals who will help us in our ambition to become **'Outstanding'** in all that we do.

## HOW TO APPLY:

All Doncaster and Bassetlaw Teaching Hospitals' vacancies are advertised on the NHS jobs website [www.jobs.nhs.uk](http://www.jobs.nhs.uk).

If you are interested in a position which is not currently advertised, please speak with our Recruitment Team by emailing [dbth.recruitment@nhs.net](mailto:dbth.recruitment@nhs.net) who will be able to provide advice on any opportunities within the Trust.



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## **CAREER OPPORTUNITIES**

Take a look at the diverse job roles available in healthcare and the NHS below and for more information visit:

<https://guest.startprofile.com/employer/18797/meet-the-team>

### **Allied health professions**

As key members of today's healthcare team, allied health professionals work closely with patients, often on a one-to-one basis, helping with rehabilitation and providing treatment that helps transform people's lives.

### **Ambulance service team**

You could be part of an emergency response crew, handle 999 calls

in a control room, or provide vital non-emergency transport for patients.

### **Dental team**

If you're interested in diagnosing and treating a range of problems affecting the mouth, teeth and gums and like the idea of working with people, doing a job that's respected, and which offers flexibility and security, a career with the dental team could be right for you.

### **Doctors**

If you have the passion to improve people's lives and the determination to reach the highest standards, there's a wide range of career opportunities open to you within medicine. Becoming a doctor isn't an easy option, it takes years of study and hard work, but if you like helping people there are few more rewarding or respected careers.

### **Health informatics**

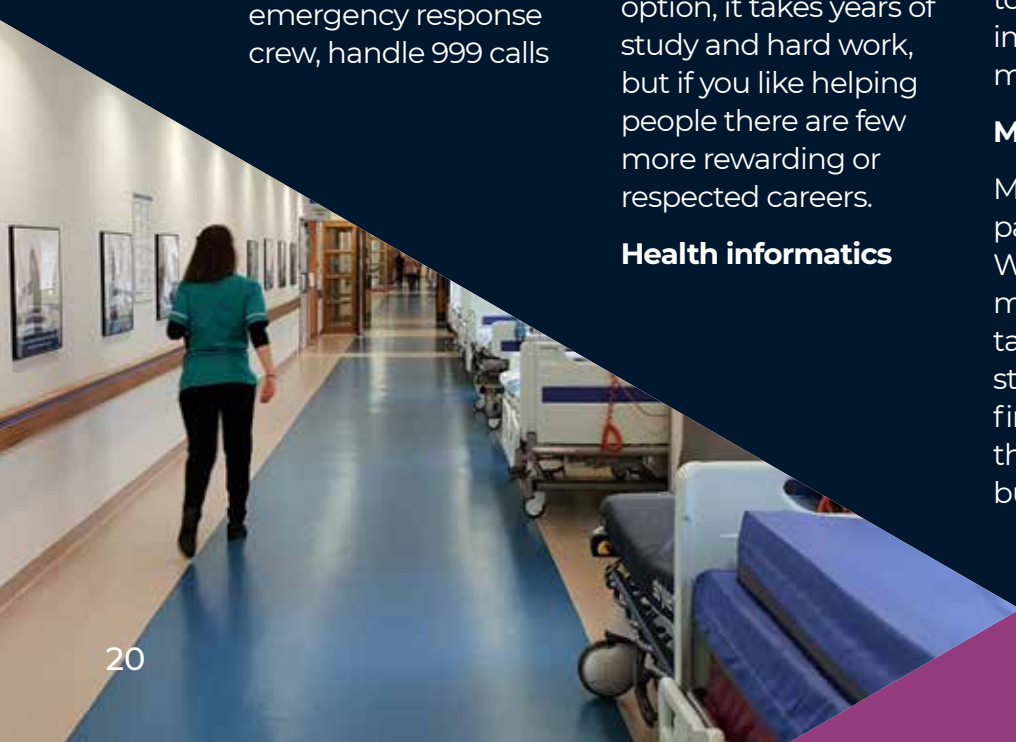
Health informatics is one of the fastest growing areas within healthcare. To put it simply — health informatics is about getting the right information to the right person at the right time. You could be introducing electronic health records for every person in the country or exploring patient data to identify trends in disease and treatment.

### **Healthcare science**

Whether it's helping patients with hearing problems, analysing tissue samples, or researching how results from the human genome project can be translated into new treatments — healthcare scientists and technicians help to save lives and improve care for millions of patients.

### **Management**

Managers are a key part of the NHS. Whether they are managing the talented, hardworking staff, controlling the finance or providing the equipment, buildings and services,



managers are crucial to the delivery of effective healthcare.

### **Midwifery**

Being a midwife is much more than delivering babies. You'd be involved in antenatal and postnatal care, in counselling, in offering support and education, and help families prepare for parenthood.

### **Nursing**

If you want to work in an interesting, rewarding and challenging environment, a career in nursing will give you plenty of scope to do exactly that. Nurses work in every sort of health setting — from accident and emergency, to patients' homes — with people of all ages and backgrounds.

### **Operating department practice**

Operating department practitioners are an important part of the operating department team, working with surgeons, anaesthetists and theatre nurses to help ensure every

operation is as safe and effective as possible.

### **Private Healthcare**

[www.parkhillhospital.co.uk/](http://www.parkhillhospital.co.uk/)

[www.bupa.co.uk/](http://www.bupa.co.uk/)

[www.privatehealth.co.uk/hospitals-and-clinics/](http://www.privatehealth.co.uk/hospitals-and-clinics/)

### **Pharmacy**

Interested in science and how medicines help patients manage their condition? Pharmacists are experts in medicines and work with technicians and assistants in both hospital and community settings.

### **Psychological therapies**

One in four people will suffer from a mental illness at some point in their lives. Psychological therapists will provide, care and support, and help people overcome their difficulties through counselling, therapy and other ways.

### **Public health**

Public health is about influencing people's lifestyles or aspects of the environment in

which they live with the aim of preventing them from becoming unhealthy or ill, or of improving their health and wellbeing. Some of these roles are in the NHS, but many are found in other organisations, such as Doncaster Council.

### **Wider healthcare team**

You could design, construct and maintain NHS buildings, organise catering, supply linen, clean the wards, book appointments. Every role in the wider healthcare team has one thing in common — they are essential to running the NHS.

### **For further information, please visit**

<https://guest.startprofile.com/employer/18797/meet-the-team>



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# 02

# ADULT SOCIAL CARE

In Adult Social Care you will helping people to live more independently and have a better quality of life.

The following pages contain real life, inspirational journeys and highlights the diverse range of careers available within Social Care and how to apply for them.

**Want to find out more? Take a look.**



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# CARE WORKER / CARE ASSISTANT / SENIOR CARE WORKER / SUPPORT WORKER

▶ **Care Workers support people who have direct care needs. In this role you will support people with all aspects of their day to day living.**

Care Workers can work in a care home, in people's own homes or in the community. Care Workers who work in the community are sometimes called Domiciliary Carers, which often involves travelling to different people's houses. You could work with lots of different people including adults with

learning disabilities, physical disabilities, substance misuse issues, mental health conditions and older people.

**Care Workers duties can include but are not limited to:**

- Booking and going with people to appointments.
- Encouraging and supporting people to live as independently as possible and doing the things they want to do.

- Supporting people at meal times with eating and drinking.
- Supporting people to access social and physical activities that interest them.
- Helping with personal care such as assisting with washing and dressing.
- Monitoring the person's health by taking their temperature, checking their pulse rate, respiration and weight, and possibly helping with medication.







Care Workers/Care Assistants don't have any supervisory duties, but will be supervised by either a manager or Senior Care Worker.

Support Workers may provide additional help such as advice about housing, learning life skills such as cooking or budgeting and providing emotional support and befriending.

### QUALIFICATIONS

There are no specific entry qualifications needed but workers must go through a Disclosure and Barring Service (DBS) check.

New Care Workers are required to complete the Care Certificate within the first 12 weeks of employment. Training relevant to the job for example, food hygiene, health and safety and moving and handling training will be given on the job.

It is recommended that a Level 2 Diploma in Health and Social Care is undertaken once a Care Worker has completed the Care Certificate.

//  
Care Workers can work in a care home, in people's own homes or in the community... //



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## CASE STUDY

# IAN

### SENIOR CARE ASSISTANT The Parklands Residential Care Home

▷ Originally I was a factory manager and got made redundant. After that I did some voluntary work with adults with Autism, this then enabled me to apply to work in this field which I did for 15 years. I worked hard and completed training up to a level 5, to enable me to be a Registered Manager.

In this time I have also worked as a Nursing Assistant and

Compliance Manager in a Nursing Home which involved caring for elderly people. Unfortunately, I was made redundant, however with all my previous experience I then applied for the Senior Care Assistant job at The Parklands Residential Care Home, which is where I work now.

My job involves me overseeing the running of my shift, making sure staff are deployed where they need to be to care for the residents and I administer medication to

residents. I work with other professionals involved in caring for our residents like Doctors, District Nurses and Social Workers. It is my responsibility to do care plans for all residents and make sure they are up to date. It is also important to have good links with residents' families and building good relationships with them is part of my job.

//  
I like working as part of a team and like to think I make a difference to the lives of residents I care for. I always take time to chat and enjoy the relationship I have with them. Please give the Health and Social Care sector a try, as you too can have a successful career in this area.





## CASE STUDY DONNA

### CARE ASSISTANT Bennfield House

I started work at Bennfield House 10 years ago as a cleaner. Whilst I was a cleaner, I was always willing to help out serving breakfast and assisting residents who needed help to eat their food. I know how to cook, so on occasions to cover staff on holidays and sickness I cooked for the residents the meals they liked and I also worked in the laundry.

Then I started to help out with our residents on the care side and from the beginning of 2019 I have been a Care Assistant. Since then I have completed my Care Certificate and I am now working towards my Level 2 qualification in Health and Social Care.

Every day I am involved in the handover of information from the staff going home and

staff coming on shift. I work with a partner to assist residents getting up out of bed, going to the toilet, getting bathed or showered and dressed for the day. If a resident needs assistance with cutting up food, eating a meal and having a drink, then that is part of my job.

I like working on a rota basis and do two 12 hour shifts a week. This means I have plenty of time to see my family and do things I need to do. I live locally, so I don't have far to travel to work and if I want I can pick extra shifts up to help out, when other staff are off. I like working as part of a team, "we are like a family". I enjoy knowing the residents and their families. I get to go out with residents to the cinema, out for a meal

in the local pub, to the local shops and the park in summer.

We have a routine to the shift, but every day is different, today won't be the same as tomorrow.



I love my job and what I do in my job, by making sure the residents are looked after and well cared for.





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## CASE STUDY ROSEMARY

### CARERS SUPPORT WORKER Doncaster Carers Reach Out Service

▷ When it comes to talking about my job role, it is important that you understand I work with unpaid carers that are family members or friends and not Care Workers, who are in paid employment.

I have always worked in the voluntary sector, previously working for Age UK, South Yorkshire Centre for Inclusive Living, Doncaster Partnership for Carers and Scope, all with a similar role in supporting carers. I started working for Carers Reach Out service in 2018.

As part of my job role, I attend events to promote the service, myself and three other colleagues provide

for carers. I also work with Social Workers and other workers from National Health Service. I visit carers in their own homes to provide them with information about what is available to support them in their caring role. I speak Urdu, Punjabi, Hindu and Mirpuri, so if there are any language barriers I can help with communicating.

Another part of my job role is to facilitate and support carers to run social groups for carers from Black, Asian and Minority Ethnic groups. The carers can share experiences and learn from each other. I have worked with colleagues from Doncaster Council and National Health Service to arrange

learning sessions about subjects that are relevant in supporting carers with their caring role. I encourage carers to buddy up and meet each other outside of the group, so they can support each other and gain confidence. As a group we have been on day trips, out for lunch, had parties to celebrate and we did a sponsored walk to raise funds to buy an urn for making hot drinks.

I enjoy my job a lot especially when I get nice feedback, and I feel happy when I am helping people. I am a people-person, so I didn't want to do a job sitting behind a desk.

I am a carer myself and so feel passionate about supporting carers and will always go the extra mile to involve carers in other things that are happening in their community.

The work I do makes me feel proud of myself.



## CASE STUDY LEHANNE

### SENIOR HOME CARE WORKER Danum Home Care



At the age of 16, I wanted to work with children and applied to college to do the NNEB Qualification to be able to work with children. I was disappointed when I didn't get in, but was transferred onto the City and Guilds 331 course, where I had the opportunity to have work placements with children with disabilities and older people. That was the start of me working in Adult Social Care.

After finishing the course I worked in a nursing home caring for people that were elderly and infirm, I was only 18, but loved the challenges and learning that was part of the job role. After that I worked in various other care homes in Norwich, still enjoying the work and interacting and getting to know the residents.

Just before leaving work to have my children I worked for a

nursing agency, during this time I had my first experience of providing care and support to people in their own homes. I loved being with people in their own homes and out in the community. During the time I was at home with my children I still continued to care for family members and neighbours that needed some support. It's about my big heart for caring.

Once my daughter had left school, I was ready to go back to work, so in 2017 I applied for my current job at Danum Home Care, I was so pleased when I was offered the role. As part of my job role, I have been involved in developing a new home care service in West Yorkshire, which I have enjoyed, as I know the area. However, as a Senior Care Worker most of my role is about mentoring, supervising and supporting new and

existing Home Care Workers to develop their skills to provide the kind of care and support clients need.

I still enjoy being hands on when caring for clients, taking them out shopping and delivering personal care. My job is about being flexible to deliver care from Monday to Sunday, 6am to 10pm, on a rota basis. As things have changed over time, I have had to retrain in Moving and Handling and refresh my knowledge of the policies and procedures that Danum Home Care have in place for delivering care and support to a client in their home.

# PERSONAL ASSISTANTS

**Personal Assistants (PA's) have a similar role to a Care Worker, but unlike Care Workers, Personal Assistants tend to be employed directly by a person, who manages and pays for their own care and support through a social care direct payment or personal budget. The care or support is usually provided in the person's home or out in the community.**

You may be asked to help them get ready on a morning, go to

work or university, do household tasks such as cleaning and cooking, do social activities and attend appointments.

Personal Assistants can support the person with every aspect of their daily life. This may include:

- Helping to prepare and cook meals.
- Assisting with mobility.
- Providing personal care, such as showering and dressing (although not all PA roles involve personal care).
- Going on day trips and holidays.

- Doing hobbies and attending clubs or group activities.
- Monitoring their health for example measuring body temperatures or administering medication.
- Managing a team of PAs if you are in a Senior PA role.

## QUALIFICATIONS

Many individual employers select a Personal Assistant for their personality, flexibility and interests. Experience of social care is not always as important to the individual employer.

However, core training and qualifications for Care Workers will still be applicable for these roles.





The Care Certificate and smaller continuing professional development qualifications can be very useful. Some online training may be expected once you start as a PA.

## CASE STUDY JEANETTE

### PERSONAL ASSISTANT

▷ I am employed by Dawn, who receives a Direct Payment from the Council to arrange her own care and support.

I was working part-time in a school kitchen and was fed up of doing the same thing day in, day out. Through people I know, I found out Dawn needed some support. Dawn phoned me up and asked me to come to her house

for an informal chat. I agreed to support her while she found a new Personal Assistant. I started work on 26th March 2007 and have been there ever since.

I help Dawn with her personal care and getting in and out of bed using a hoist. I accompany her shopping, going out for lunch and tea, to the pictures and theatre and meeting friends. I also help her with household chores like vacuuming, washing, ironing and general cleaning.

//  
I have been working with Dawn so long we have a special bond. We can share ideas and can laugh and cry together.

//  
I like the fact that I have been trained in moving and handling and keep my training up to date every year. I access the training for my job through the Adult Workforce Team at Doncaster Council. Every day in my job is different and I enjoy what I do.







## SOCIAL WORKER

▷ **Social Workers provide support and advice for people going through life changing events caused by illness, disability, age related issues and bereavement. They also work with people who live with mental illnesses, for example Dementia, Depression, Anxiety, Schizophrenia or Personality Disorders.**

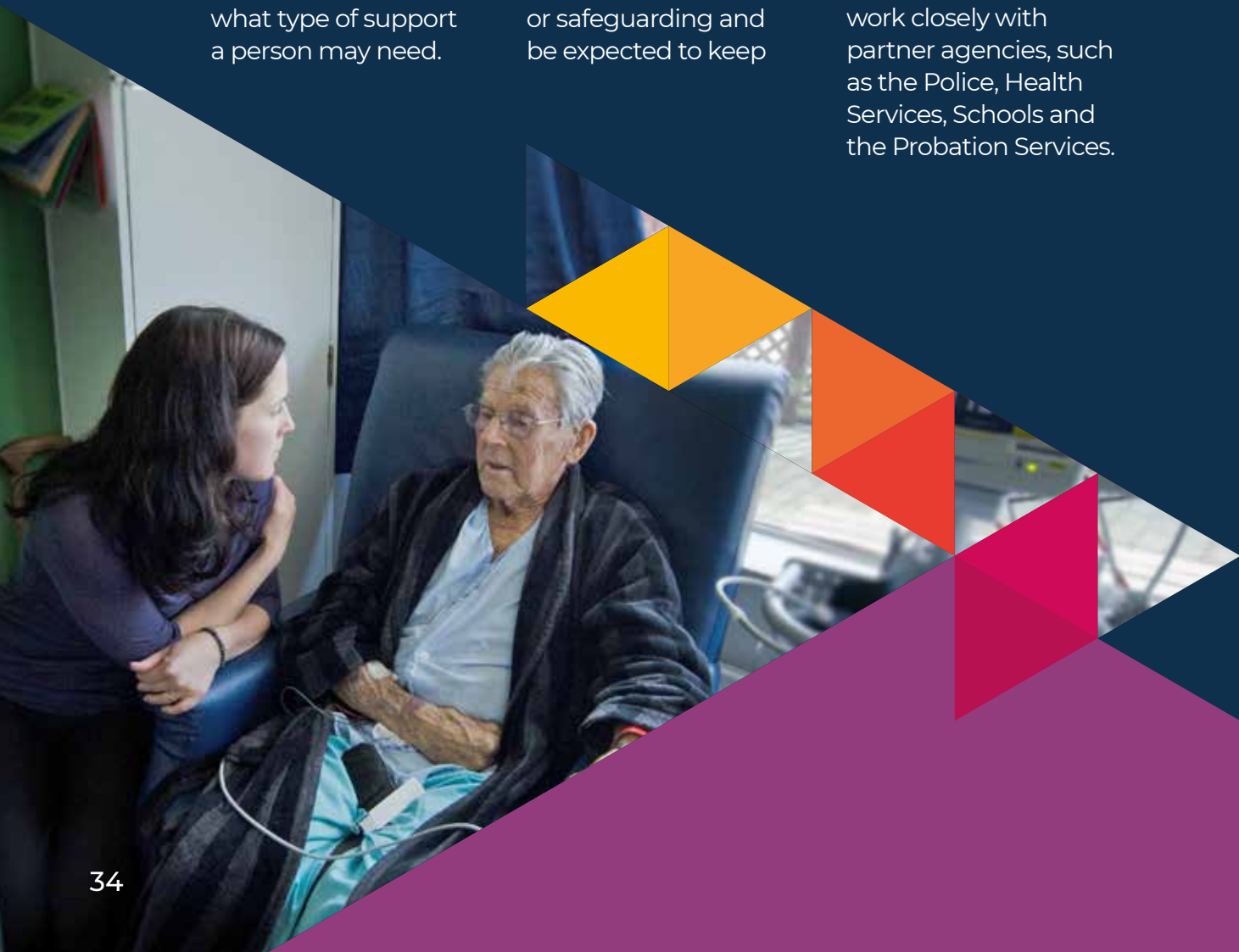
Their job is to assess what type of support a person may need.

This ranges vastly from giving information through to supporting the individual to find the most appropriate care or support they need to live their life, as independently as possible.

If a person is already using care services, Social Workers review and reassess people to establish if the support is still appropriate. You will intervene when people need support or safeguarding and be expected to keep

factual records and write reports. You will usually provide support for a limited period of time to help them adjust to changes in their lives such as illness, age related problems, disability or bereavement.

Usually, Social Workers are part of a team, each having responsibility for a number of cases which all may need to be approached differently. They also work closely with partner agencies, such as the Police, Health Services, Schools and the Probation Services.





## QUALIFICATIONS

The role of a Social Worker requires a degree in Social Work or previous professional qualifications such as:

- Diploma in Social Work
- CSS (Certificate in Social Services)
- CQSW (Certificate of Qualification in Social Work)

Social Workers must be registered with Social Work England and keep themselves up to date with legislation, case law, training and development.



Usually, Social Workers are part of a team, each having responsibility for a number of cases which all may need to be approached differently. They also work closely with partner agencies, such as the Police, Health Services, Schools and the Probation Services.





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## CASE STUDY BENNITA

**SOCIAL WORKER**  
**Doncaster Council**

▶ After completing a Social Work degree at university and working for other local authorities, I joined the Council's Adult Social Care Team in January 2018. A huge part of my role involves visiting people and the completion of comprehensive outcome-based assessments. These are compiled with service users and/or other relevant persons, such as family members, who are involved in their care and support.

I also identify funding streams and arrange the resources required to support the service user to take ownership of their situation. In addition to this, where appropriate, I represent service user's needs when they lack the mental capacity to do so themselves.

I like my job because it is varied, each day is different. The majority of the time, I get to see people in their own homes, find out about their lives and hear their stories, finding

out what they like and what they are good at. Each person's narrative is different.

I also love the ethos of my team, which is firmly anchored in respect, kindness and empathy.

//  
I get to see people in their own homes, find out about their lives and hear their stories, finding out what they like and what they are good at. Each person's narrative is different. //



## CASE STUDY HANNAH

### MENTAL HEALTH SOCIAL WORKER Doncaster Council

I have recently qualified as a Social Worker and I have always wanted to work within mental health. I started this role in August 2019 and I am really enjoying the variety it brings.

I work in a mental health team that consists of Community Psychiatric Nurses, Care Co-ordinators, Therapists and other Support Workers. My role as a Mental Health Social Worker is to provide social care interventions, such as Care Act Assessments of a person's needs, reviewing to make sure their needs are continuing to be met and Mental Capacity Assessments as they may need a person

to support them with decision making and Safeguarding to make sure people are safe.

I am really enjoying working as part of a multidisciplinary team to support adults in secondary mental health services to achieve their individual outcomes. I like the varied nature of the role and working 1 to 1 with people.



The role can be challenging at times, but it is also extremely rewarding being able to support people to access the care and support they may need to improve their quality of life and overall wellbeing.



## COMMUNITY SUPPORT AND OUTREACH WORK

▷ Some of the job roles within this area include:

- Community Support Worker
- Substance Misuse Worker
- Mental Health Support Worker
- Community Development Worker

These roles are based on support, rather than providing direct personal care. They help people overcome difficulties, live independently and cope with many aspects of everyday living, for example:

- Teaching people who use care and support services everyday skills like cooking a meal or making a cup of tea safely.
- Organising activities such as sports, trips out, shopping.

- Counselling.

- Simply being with an individual in their home and supporting them to cope with day to day living.

Usually, people within these roles support a number of individuals, who they will get know very well. These type of roles are usually undertaken in the local community.



## QUALIFICATIONS

No formal entry qualification is required but previous experience of working with people in a social care or support environment is useful. Some requirements are:

- Being literate and numerate.
- Having a Disclosure and Barring Service (DBS) check prior to starting the job.
- Completing the Care Certificate within the first 12

weeks of employment followed by training in areas such as:

- Food hygiene
- Health and safety
- Moving and handling.

Completing a Level 2 or Level 3 Diploma in Health and Social Care may be encouraged once you are working in this area.





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## CASE STUDY

# HELEN

**WELLBEING OFFICER**  
**Doncaster Council**

▷ I worked for Doncaster Council previously as a Welfare Rights and Employment Manager. My team and I worked with vulnerable adults, assisting them to claim the government benefits they may be entitled to and assisting them into employment.

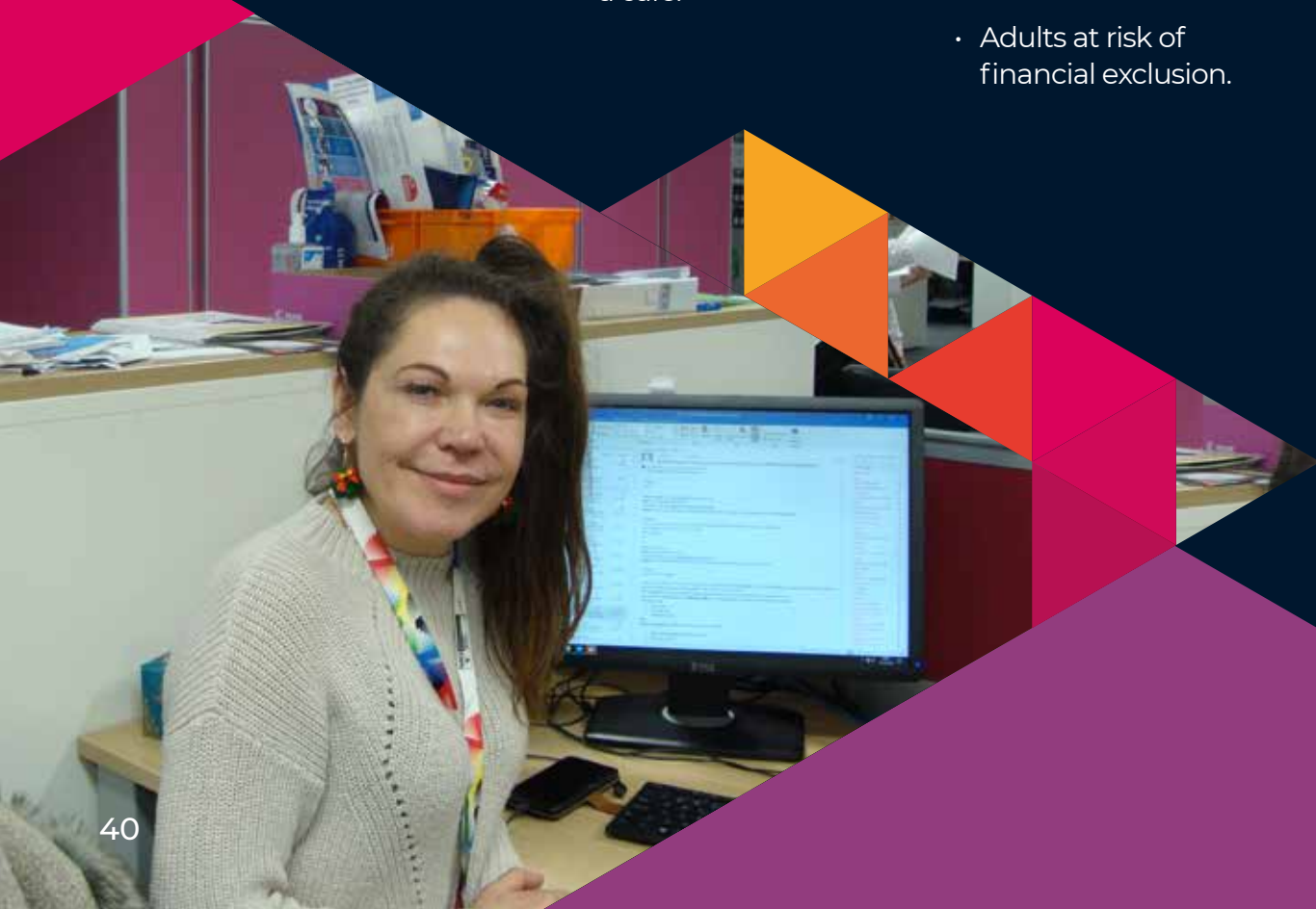
I left this role and had a break to spend time with my family, returning to work at Doncaster Council in 2018, as a Stronger Communities Officer.

I really wanted to work intensively with individuals, so when I saw the Wellbeing Officer post being advertised, I applied and was successful in securing the role and started in May 2019.

My work base is the Civic Office, however, I work in the community with groups and individual people. I can visit them in their own home or a safe place they choose, for example a library or a café.

My role is about early intervention and prevention. I generally support people who come under any of the following wellbeing strands:

- Adults affected by their mental health.
- Adults affected by their physical health.
- Adults affected by social isolation and loneliness.
- Adults requiring support within their environment or housing.
- Adults at risk of financial exclusion.





- Adults who need help – for example problems with alcohol or drug addiction, or experiencing or at risk of domestic abuse.
- Veteran and Carer support.
- Group support.

As a Wellbeing Officer I deliver an 'all age person-centred' service to help people to lead healthy, connected and active lifestyles, which allow them to remain living independently in their homes for longer. It's important to me that individuals have a choice and control in how their support is provided.

We also have funding that people can apply for to set up a new community group, for example a 'knit and natter' and we can also help existing community groups to apply for our funding.

I love my job! I love meeting new people to gain their trust and working with them to identify solutions to their problems. I enjoy starting a journey with a person, when sometimes they feel that there is no hope and being part of their journey to a better place.

I like working with staff from other agencies, such as Housing, Department of Work and Pensions and Aspire, the drug and alcohol dependency support service. I enjoy being part of a team, meeting up and sharing best practice.

Obviously, working with people to sort out their problems can be challenging at times, but I like rising to that challenge in order to help people.



I love my job! I love meeting new people to gain their trust and working with them to identify solutions to their problems.





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## MANAGEMENT

▷ **Management jobs can range from Supervisor to the Chief Executive of a care home, but all are responsible for the wellbeing of staff, who provide care and support:**

- **Supervisors** have some responsibility for the level of care which an organisation provides and supervises other care staff and front line workers.

- **First Line Manager/ Team Leader/ Service Manager/ Residential Wardens**

support staff and have a key role in ensuring high standards and quality of care are being delivered. They are responsible for the day to day provision of social care services

- **Middle Managers/ Area Managers/ Managers/ Department Heads**

are responsible for overseeing the

organisation and managing entire departments. The duties can include determining staff requirements and handling budgets.

- **Senior Management/ Owners/Directors/ Chief Executives**

have overall responsibility for the organisation, providing leadership and direction. They have complete responsibility for the quality of care provided and the health and safety of staff and service users.



## QUALIFICATIONS

The main qualification for these roles is the Level 5 Diploma in Leadership in Health and Social Care, which can only be attained if you are working in a management position, as the position requires knowledge and experience of the care sector.

It is ideal for new and aspiring managers to work through the Manager Induction Standards, as these provide useful areas of knowledge for new managers.



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## CASE STUDY

# JULIE

**REGISTERED MANAGER**  
**The Laurels Care Home**

▷ I became a Registered Nurse at Doncaster Royal Infirmary in 1986. After completing some management training, I eventually started at The Laurels as the Matron/ Manager in 1999 and I have remained in this position since. I have now completed my management and leadership training.

My role is extensive and has a vast expanse of responsibilities, so in summary:

I maintain the health, safety, welfare and

wellbeing of the residents and develop person-centred plans to achieve best outcomes for people. I am also responsible for recruiting, training and supporting all staff to work as a team, to achieve harmony in delivering high quality care and support to the residents. I coordinate the safe running of the service in line with Health and Safety policy and procedures. Keeping residents and staff's health and safety is at the heart of the service delivery.

I am always looking at the quality of

the service we are providing and monitor its effective delivery to residents. I do this by using different methods of gathering information, which includes talking to residents and their families.

A big and essential part of my job is maintaining continuous effective communication with many different people; this includes residents, families and friends, staff from the health and social care teams, community leaders, faith leaders, regulatory bodies and the local authorities.

I also have responsibility to manage and maintain



the financial budget of the business.

Every day my job is different, it's a people orientated job, which I thrive on. I really enjoy meeting and working with different people involved in the lives and care of the residents. I especially enjoy listening to the resident's life experiences and the stories they tell. I get a real feeling of great satisfaction in knowing that I have played a part in someone's care and life history, to enrich their lives at a time when it may have been challenging.

I enjoy being part of a team that support each other and it gives me a great feeling

of belonging. I feel a strong bond to the care home and to everyone who lives and works here. I like having regular contact with other Registered Managers and attending working groups and other meetings, to support each other. I really enjoy working through changes and how we strive to make our home better, to continue to provide a high quality service for the residents we care for.

//  
I get a real feeling of great satisfaction in knowing that I have played a part in someone's care and life history, to enrich their lives at a time when it may have been challenging.  
//

## CASE STUDY LORRAINE

### REGISTERED NURSE CARE MANAGER The Old Rectory Nursing home

▷ I was introduced to the care environment in 1983, aged 17, when I embarked on a Project Trident scheme through the Job Centre and worked at Hickleton Care Home as a Care Assistant. This was to be for three weeks. In my second week they employed me as a full time Carer. I worked there for 11 years, delivering care and support to some very vulnerable people with nursing and mental health needs. In 1994, I had a break to have my children.

In 2002, I wanted to return back to the care

home environment doing a job I loved, but I wanted more knowledge and understanding of what was right and wrong in care, so I could speak up for those who couldn't. I didn't leave school with the relevant qualifications and thought nursing was beyond my reach, but if I didn't try or have a go, I would never know. I can remember my 8 year old daughter saying to me, "go on mummy have a go, I'd love you to be a nurse, not just a mummy. If you need any money to do this you can have what I've got in the bank". This was the push I needed, so I embarked on an Access to Nursing

course at Manvers College. This was a 12 month course and during this course I gained qualifications in maths, English, biology and sociology. This gave me the qualifications I needed, so I could apply for a course at Sheffield University, to do nursing.

We were told at the end of the Access course that there were limited places at Sheffield and that we may not get on that year's intake. On my first time applying and almost immediately, in May 2003 I was offered and accepted the chance to embark on the Advanced Diploma in Adult Nursing course at Sheffield University, ME! This was a three year course that would give me the qualifications to be a First Level Nurse.



The fact I already had 11 years' experience as a Care Worker gave me the edge in front of others, when it came to applying and gaining access to this course. The support throughout the three years given to me by the University, and my mentors was fantastic. I really enjoyed learning doing the job I loved and gaining the knowledge and skills to do things right. I qualified in May 2006 and to everyone's astonishment, as a fully qualified Registered Nurse. This was someone who had a diagnosis of Dyslexia and didn't achieve much in school and someone who was always told they would never attain too much. I was on cloud nine and felt the sky's the limit, watch out World!

In 2006 my first nursing Job was in the care home environment at The Old Rectory Nursing Home. I was given a Nurse Mentor to work alongside, who shared with me all his knowledge and skills and gave me support, until I was comfortable and knowledgeable to

work by myself. I now was able to make a difference, able to give the support to those who needed it, but also to speak up for them and be listened to. Having the knowledge and skills gave me confidence to work in the best interests of all who I cared for, my confidence had grown alongside my skills. I loved to learn, knowing that the care I gave was the best practice.

In 2011 I left The Old Rectory to spread my wings to search for more knowledge. I went for a job as Unit Nurse Manager on an EMI unit looking after clients with Dementia, which is a different type of nursing, from general nursing skills. Here I developed different skills. I developed my communication and interpersonal skills, gained in-depth knowledge in Dementia, and how to deal with what can



I had a diagnosis of Dyslexia and didn't achieve much in school and someone who was always told they would never attain too much. I was on cloud nine and felt the sky's the limit, watch out World!



be at times complex behavioural issues. I was still able to support vulnerable people and able to make a positive difference in their lives and I felt that this was a privilege. At times it was hard, but one smile or one thank you, makes it all worthwhile. It was as Unit manager I started to develop my managerial skills but also my team building skills. However, hands-on nursing and taking





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▷ care of people who needed support, was always my first option.

In 2013 the proprietor of The Old Rectory called me out of the blue and asked if I would like to return to The Old Rectory, but as a Clinical Lead Nurse. A move I was honoured to take. Learning to lead and support a team can at times be challenging, but if you get this right, it feels great. I work with

a multi-disciplinary team, so knowledge is shared and I am always learning and improving in my role, respect is also shared and with this, my confidence has grown.


In 2015 the Care Manager of The Old Rectory left and I applied for the position. I could not believe it, when I got it. Over an 18 month period I worked through my Level 5 Management degree. My mentor was amazing and she gave me the confidence and the

ability to drive me through. Management doesn't come naturally to me, and my heart will always be nursing, but in my role here at The Old Rectory they recognise my strengths, so I am allowed to still be hands-on, so now I have the best of both worlds. I am part of a 3 person management team, and we all have our strengths and we utilise this for the benefit of the home and it works. If you are passionate about what you do and you are willing to work hard, I am the proof, the sky's the limit. After all, what have you got to lose?

Over 13 years, I have achieved my dream, through hard work and self-belief. I have







come from a young girl who struggled with Dyslexia, to be told by family that not everyone can achieve in life what they want and to prove that YES YOU CAN. Now I have an abundance of self-confidence, and know if I put my mind to it, I can do it.

//

If you are passionate about what you do and you are willing to work hard, I am the proof, the sky's the limit. After all, what have you got to lose?

//

# OCCUPATIONAL THERAPIST

▶ **Occupational Therapists (OT's) can also be known as an OT Practitioner or Therapist. This role involves working with people who need care and support to gain back their independence:**

- Physical rehabilitation
- Mental health
- Learning disabilities
- Care management
- Equipment for daily living
- Housing

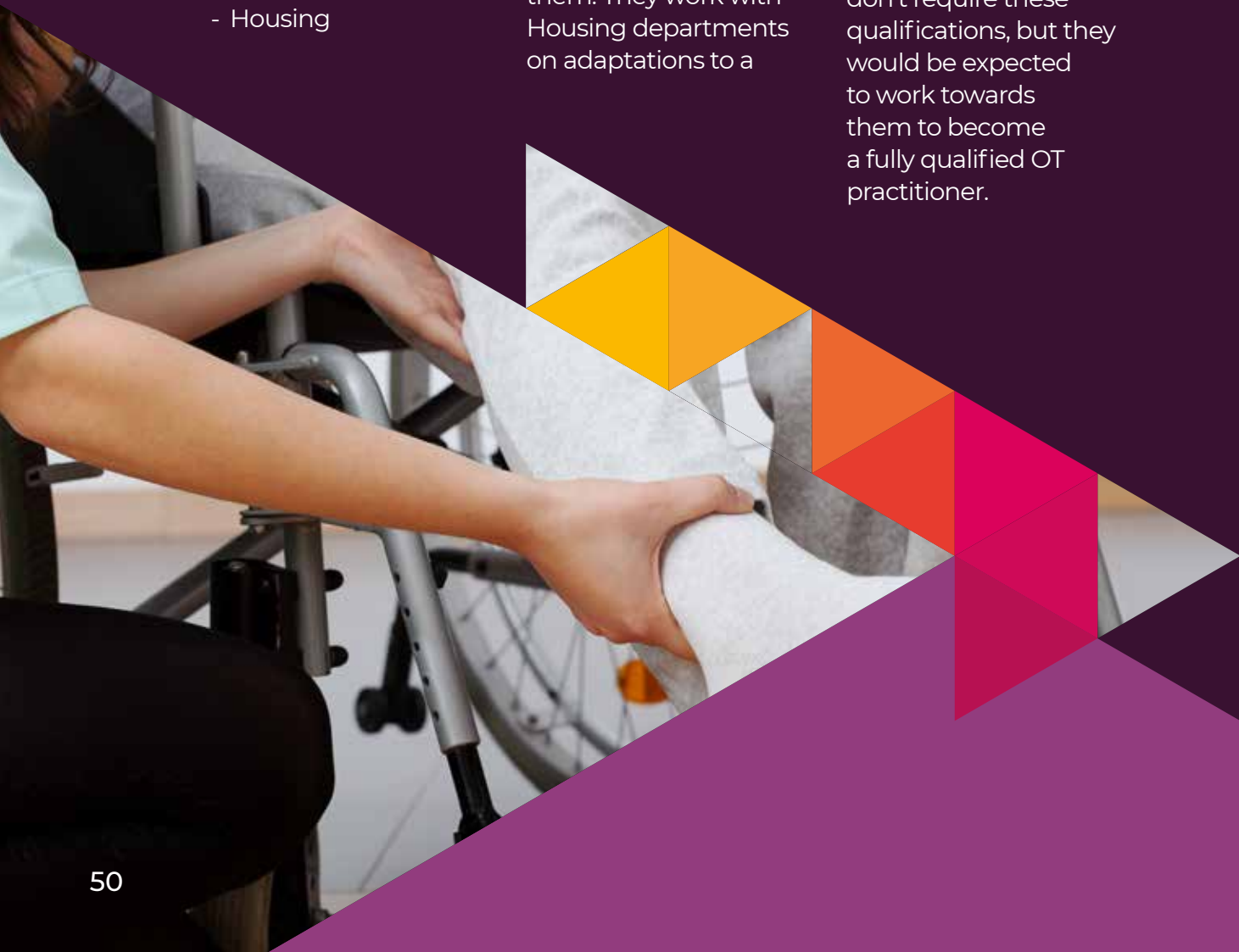
OT's work with people to help them overcome the effects of their disability, assessing what type of equipment or treatment is required to increase the person's independence. This includes physical treatment to improve the person's mobility or support and advice on equipment they need. OT's also establish if the design of a person's house is suitable for them. They work with Housing departments on adaptations to a

person's house if they use a wheelchair, for example.

## QUALIFICATIONS

To work as a practicing Occupational Therapist, you will need a degree or a two-year postgraduate diploma, as well as being registered with the Health and Care Professionals Council.

**Occupational Therapy Assistants** don't require these qualifications, but they would be expected to work towards them to become a fully qualified OT practitioner.



CASE STUDY

LAURA

COMMUNITY OCCUPATIONAL THERAPIST  
Doncaster Council

I started working as an Occupational Therapist in August 2004, after completing the 3 year degree course at Sheffield Hallam University. I initially started working at Tickhill Road Hospital on their Basic Grade Rotation, on the older adult's rehabilitation wards. After working in several areas, including Inpatient Neurological Rehabilitation, Wheelchair Services and Community Adult Mental Health, I moved into a 6 month post in Adult Social Care, based at the West Area Team in Mexborough. After several months, a permanent post came up which I applied for, and I have worked for Doncaster Council ever since.

As an Occupational Therapist, I complete assessments with people in the community, who are living with a disability or long-term health condition, predominantly in their own homes. I look at how people manage their day-

to-day activities, or occupations, and how their disability affects their ability to participate in these occupations. For example, washing, dressing, bathing, preparing and eating meals, as well as accessing their property and rooms and facilities within it.

I may make suggestions about new ways of carrying out certain tasks to make things easier, and often make recommendations for equipment and adaptations to compensate for any remaining difficulties, to increase safety and independence in carrying out these activities, and to improve their overall well-being and quality of life. For example, I may recommend a stair lift, level access shower, a ramp or a hoist or special armchair with postural support. Each person has an individual assessment and recommendations tailored to their specific needs.

I also support people to access more suitable, adapted housing, refer people for other services or support and assist carers to continue in their caring role. We often provide support to home care agencies and residential/nursing care staff around complex moving and handling techniques.

I really enjoy working with people in their own home, and helping them to continue living in their own homes for longer. I enjoy being able to help people make positive changes to their lives, and seeing how changes to their environment can make a real difference to their safety, independence and quality of life. It is very rewarding to see how these changes can have such a big impact on people's lives.



## ACTIVITIES WORKER/CO-ORDINATOR

▷ **As an Activity Coordinator your role will be to create and oversee activities for people needing care and support. This could be in a residential care home, a community care setting or an individual's home.**

You will promote social activities inside and outside of the care setting which are specifically designed to meet the individual's needs, and stimulate new interests and skills.

You may be helping people to discover new skills and talents or reconnect them with skills, interests, hobbies or talents they had forgotten they had.

The role often includes:

- Talking to people about what activities they like to do.
- Developing and providing activities for individuals or groups.
- Booking external suppliers to provide entertainment.
- Organising trips out in the local community.

People within this role usually have experience of working with vulnerable adults in residential, community or voluntary settings and have experience of organising activities. It is also beneficial to have some experience in music, drama, information technology or crafting.

Qualifications that demonstrate literacy and numeracy skills, such as GCSE maths and English at grades 9-4 (A-C) are usually required.

A Level 2 or 3 Diploma in Health and Social Care is desirable but there are also smaller continuous professional development qualifications, which are relevant for this role.





## CASE STUDY

# LOUISE

**ACTIVITY WORKER/SENIOR  
SUPPORT WORKER**  
**Doncaster Council SMILE Project**

I started out as a Care Assistant in older people's residential care before moving on into Day Care Services.

I am responsible for the day to day running of the building alongside my fellow colleague. Part of my role is to ensure that we are providing a high quality service and offering a person-centred approach to support the individuals who use our service. We want the people who access our service to participate in a wide variety of stimulating and fulfilling activities both building based and in the community.

The activities include, social afternoons where local residents from the community are invited to join us for a game of prize bingo, a cuppa and a chat, coffee

mornings and other social events.

We visited an art gallery and I have supported some people to form an art group, where they have created a small gallery within our building to display their paintings for all to see, with a view to selling them. We visit Doncaster museum for inspiration and are able to display some exhibits in their community gallery, which everyone is very excited about.

My job is so diverse, each day is different and I feel so lucky to have met and supported many inspiring people who put the 'ability' in disability! It is these people and their families that make me love coming to work every day. I love working with other colleagues

as part of a team and together supporting and encouraging them in the work we do. I work closely with staff from all the other SMILE Projects. People who attend our service get excited about coming and enjoy what they do.

I also enjoy that my job role is quite unique and part of my additional responsibilities include supporting students from schools, academies, colleges and university to come to our SMILE services to undertake work placements.



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## ADVOCACY, ADVICE AND GUIDANCE, WELFARE RIGHTS

▶ **It is important in these roles that you support individuals to express their views, wishes and choices regarding the services they receive and ensuring these are genuinely considered when decisions are being made about their lives.**

These are varied roles and may include:

- Exploring options to help people make decisions about their own lives.

- Assisting people to secure their rights to the help they need.
- Enabling people to self-advocate and represent themselves.
- Representing a person and speaking up on their behalf.
- Ensuring that people are involved in their own care and support planning.
- Helping people access services.

You may support people with decisions around housing, disability living allowance, care planning, medical decisions, financial planning and hospital admissions. For example you may provide advocacy for someone with a learning disability and support them to make decisions about getting carers in their own home or living in supported living.

You might work for a private or charity advocacy service and provide support for a wide variety of individuals, such as people with learning disabilities, people from Black, Asian



and Minority Ethnic backgrounds or older people.

You may also work as a statutory independent advocate for your local authority. Since 2002 local authorities MUST arrange access to advocacy for:

- Children who are receiving services under The Children Act 1989.
- People who lack capacity to make decisions about serious medical treatment or long term change of accommodation and have no-one appropriate to represent them (this is called Independent Mental Capacity Advocacy - IMCA).
- People who are affected by Deprivation of Liberty

Safeguards (this is called Independent Mental Capacity Advocacy - IMCA DOLS).

- People who are subject to the Mental Health Act 1983 (this is called Independent Mental Health Advocacy - IMHA).
- People thinking about using the NHS complaints procedure.
- People undergoing the care and support planning processes within the Care Act 2014 (this is called Independent Advocacy under the Care Act).

## WELFARE RIGHTS OFFICER

You will advise people around matters relating to legislation such as housing benefits, disability living allowances, employment benefits and rent support.

Welfare Rights Officers could provide a wide





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▷ range of support, or might specialise in one area such as housing, or with one client group, such as carers.

You will usually work in a public advice centre or for a charity, community group or housing association.

Your role may include:

- Checking people are claiming all the benefits they can get.
- Helping people fill in forms.
- Working with benefits agencies and other organisations.
- Learning about relevant laws and welfare reforms.

- Enabling people to represent themselves where possible, or speaking on their behalf.

### QUALIFICATIONS

There are no minimum requirements for this job role although a Level 3 Diploma in Advice and Guidance Work can be useful. Experience of volunteering in the community, youth work or counselling can also be useful. You could gain this experience through a work placement, from your personal life, through volunteering (for example in a Citizens Advice Centre) or as part of an apprenticeship.

There are specific qualifications in advocacy but many of these can only be taken whilst working in the role. Knowledge of work in local government and life experience are valuable assets.

If you are applying for an entry level role such as a Welfare Rights Administrator or Assistant, your employer might ask that you have qualifications showing good literacy and numeracy skills, such as GCSE's 9 – 4 (A-C) in English and maths. It might also be helpful to have a social care qualification such as a Level 2 or 3 Diploma in Health and Social Care, or a relevant qualification in policy or community work.







## CASE STUDY

# ALISON

### ADVOCATE

#### Voiceability Doncaster Advocacy service

I have been an advocate in Doncaster for the last 18 years. My background is working with people with a learning disability, however the principles of advocacy are the same whoever you are working with. Advocacy is about ensuring the person is fully involved in any decisions about their life. It's about providing support to get their voice heard, to understand what is happening and to make their own choices. Advocacy support can be provided in a number of settings varying from home to courtroom.

We also provide advocacy support for

local Learning Disability services, in prisons, a private hospital and in locality hubs around Doncaster.

I really enjoy working with people. Every day is different and the job is both challenging and rewarding. When people understand what's happening and have a say and control over their lives, it is amazing what they can achieve.

Voiceability provide advocacy that covers a wide range of health and social care needs. We have opportunities for people who wish to offer peer support as a peer champion and there is scope for



When people understand what's happening and have a say and control over their lives, it is amazing what they can achieve.



potential volunteers to choose an area of interest for them, which we will facilitate.

For more information please visit [www.voiceability.org/services/doncaster/](http://www.voiceability.org/services/doncaster/)

# TECHNICIAN/ASSISTIVE TECHNOLOGY

▶ **This job role involves maintaining and providing advice on the use of electronic and electro-mechanical equipment designed for people using care and support services to help them live their lives as independently as possible.**

A Technician's role may involve:

- Taking part in an individual's assessment.
- Providing advice and guidance on how to use equipment.
- Maintaining and servicing equipment.
- Observing, monitoring and recording the progress of the person using the equipment.

## QUALIFICATIONS

There are no specific entry requirements but employers will usually expect:

- 4 GCSE Grades 9 – 4 (A-C)
- A Level in science *or*
- BTEC in electronics *or*
- An engineering degree



CASE STUDY

CHRIS

ASSISTIVE TECHNOLOGY OFFICER  
Doncaster Council

I joined the Home Emergency Alarm Response Team (HEART) in 2016 after being employed as a Night Care Manager for 25 years in a residential care home and then as an Assessment Officer in Doncaster Council.

HEART appealed to me as it combines my past roles. The responding side to HEART allows me to be interactive with people whilst allowing me to use my skills, care and compassion to deal with the emergency calls we receive on a daily basis. The role of Assistive Technology Officer is a divided role in the HEART team. Part of it is installing technical equipment and the other part is responding to emergency calls/alarms of people who live in their own homes. The technology is to help people maintain their independence for them to continue to live in their own homes or with family.

The equipment we install could range from

a basic pendant and machine to a more complex package including property exit alarms, bed and chair sensors, bogus caller and smoke detectors.

The property exit alarms are designed to activate if the door is opened. This is ideal if the person is living with Dementia and/or Alzheimer's and has a tendency to wander. The activated alarm would notify the call centre that the person has left the property. The call centre would then try to contact family for them to attend to assist. If the family cannot attend, the HEART responders do.

As a HEART responder, I would receive a call from the Alarm Response Centre with the details of the person and address of where to go. This information is confidential, so I

am trained in GDPR and know about keeping information confidential at all times.

My role requires me to work with a partner as we can come across people who may have fallen and need lifting safely. We assess the situation and act accordingly. Some people require an emergency service and others just require assistance or reassurance from us.

What I like about working as an Assistive Technology Officer is there are never two shifts the same. It has also increased my knowledge and confidence to tackle new challenges.





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## REHABILITATION WORKER

▷ **The role of Rehabilitation Worker involves supporting individuals to live as independently as possible, often following an illness or accident.**

You will support people with many aspects of their everyday living, including personal, emotional and social care. The role often includes:

- Doing specialist assessments to identify what care and support people need.
- Working with other professionals, such as a Social Worker and housing support to help people.
- Teaching people life skills such as making a cup of tea, cooking or reading braille.
- Organising activities such as sports, drama and educational activities.

### QUALIFICATIONS

For some roles there are no formal entry level qualifications but entrants need to have strong literacy and numeracy skills, such as GCSE 9 – 4 (A-C) in maths and English.

For other roles it is necessary to have at least 1 years' experience of working with individuals with care and support needs. Holding or working towards a Level 3 Diploma or apprenticeship in social care is desirable.



## CASE STUDY DAWN

### CASE MANAGER – SHORT-TERM ENABLEMENT PROGRAMME TEAM Doncaster Council

My base is at Mary Woollett Centre in Doncaster but I do most of my work out of the office across Doncaster in people's homes.

Before coming to work in Adult Social Care, I worked in Customer Services, working face to face with people, which gave me a good understanding of how to solve problems.

I started my career in Adult Social Care in 2009, when I was 40 years old. I didn't have any experience in care work, and didn't think I would ever get a job as a Care Worker. All I knew is I was passionate and wanted to make a difference to people's lives.

Our team work with people who have been referred to our service from places like hospital wards and Accident and Emergency. They ring into the Council to ask for help to get people out of hospital when they are ready to be discharged, just to name a few.

As a Case Manager, I visit people over the

age of 18 who need help and support to live at home. I talk to people about what they need help and support with, then arrange for workers from my service to provide the help and support the person needs to stay living at home. This might even include providing small pieces of equipment that people can use or helping them relearn a skill they may have lost. For example making a cup of tea.

My service can provide help and support to people for up to 6 weeks. I meet people who all have very different support needs, of all different ages with different life experiences. The diverse range of needs does present challenges for my service on a daily basis, which we like to overcome.

As part of my job role I have been able to do relevant training courses and at the moment I am studying towards achieving a Level 4 Diploma in Adult Care.

I love my job and I am very passionate about the role, especially working with different people, supporting and enabling them to make choices about their lives. I like the challenges that the job brings on a daily basis, this means every day is different.

I love the responsibility of working alone, getting out and about visiting people and using the IT equipment to be able to work out in the community and not having to travel back to the office. I enjoy working with people from other services who are also involved in supporting a person, like the community nurses. All working together, sharing knowledge and experiences with each other for the benefit of the person I am supporting, that's great.



# ADMINISTRATION AND OTHER OFFICE ROLES SUCH AS RECEPTIONIST, INFORMATION TECHNOLOGY, PERSONNEL, HUMAN RESOURCES, FINANCE AND MARKETING

▷ **These are not direct care roles, but larger care providers will have these roles available within an office environment and are essential to the running of a care organisation.**

You will carry out administration tasks to support the organisation in your area of specialism.

Administration and office staff could work in lots of different settings including a day centre, hospice,

care home, advice centre or in the community.

## **Administrator or Receptionist**

You will carry out administration tasks to support the organisation. You could work as an Administrator for a Domiciliary Company or as a Receptionist in a care home or housing scheme.

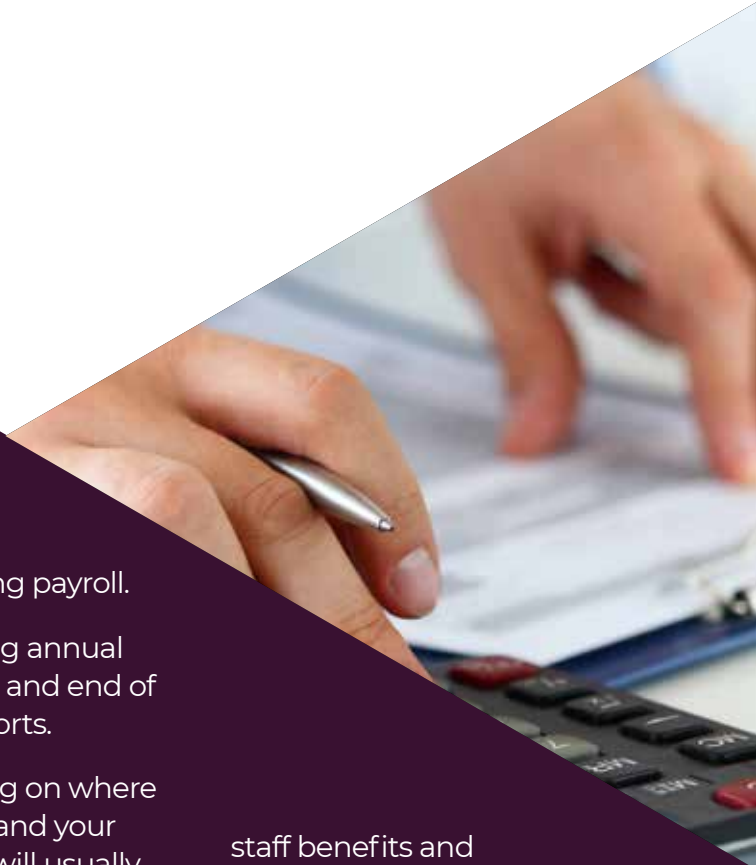
*Your role may include:*

- Dealing with telephone and email enquiries.

- Doing reception duties such as welcoming visitors or showing customers around.
- Helping people who need care and support to find the right care services for them.
- Managing the diary of management staff.
- Arranging and supporting meetings including preparing agendas and writing minutes.

There are no formal entry requirements for an Administrator role but it may be useful to have previous experience or a relevant qualification.





You could also do a Level 2 Apprenticeship in Business Administration.

You could progress into a more senior administration role, or branch out into another support role such as a Finance, HR or Marketing Officer.

You might also want to move into a direct care role such as a Care Worker or Activities Worker, or progress into a social care leadership role such as a Team Leader or Care Coordinator.

**Finance Officer**

You will work with the management team to ensure the smooth financial operation of the organisation.

*Your role might include:*

- Preparing invoices.
- Purchase and sales tasks.
- Managing company bank accounts.

- Managing payroll.
- Preparing annual budgets and end of year reports.

Depending on where you work and your level, you will usually need to have previous experience or a relevant qualification. This could be an Accounting qualification or an Accounting apprenticeship. Read more from The Institute of Chartered Accountants about specific qualifications and training.

It might also be useful to have an interest or previous experience of working or volunteering in Health and Social Care.

**Human Resources or Personnel**

You will provide a HR service to the organisation on areas such as recruitment,

staff benefits and performance management.

*Your role may include:*

- Planning and delivering recruitment campaigns including advertising, shortlisting and interviewing.
- Managing new starters including doing pre-employment checks and induction.
- Writing and reviewing policies and procedures.



- Supporting managers on HR related issues such as line-managing, benefits, flexible working and grievances.

Depending on where you work and your level, you'll usually need to have previous experience or a relevant qualification. This could be a HR qualification or HR apprenticeship. Read more from CIPD, the professional body for HR and people development, about specific qualifications and training.

It might also be useful to have an interest or previous experience of working or volunteering in health and social care.

### Marketing Officer

You will be responsible for raising the profile of your organisation and making it more attractive to potential clients and staff.

*Your role may include:*

- Planning and delivering public relations campaigns (PR).
- Making contact with local and national press and media.
- Developing and maintaining the company website.
- Writing and designing promotional material such as articles, leaflets and brochures.
- Identify and book promotional opportunities such as online advertising.

Depending on where you work and your

level, you will usually need to have previous experience or a relevant qualification. This could be a Marketing qualification or a Marketing apprenticeship. Read more from Chartered Institute of Marketing about specific qualifications and training.

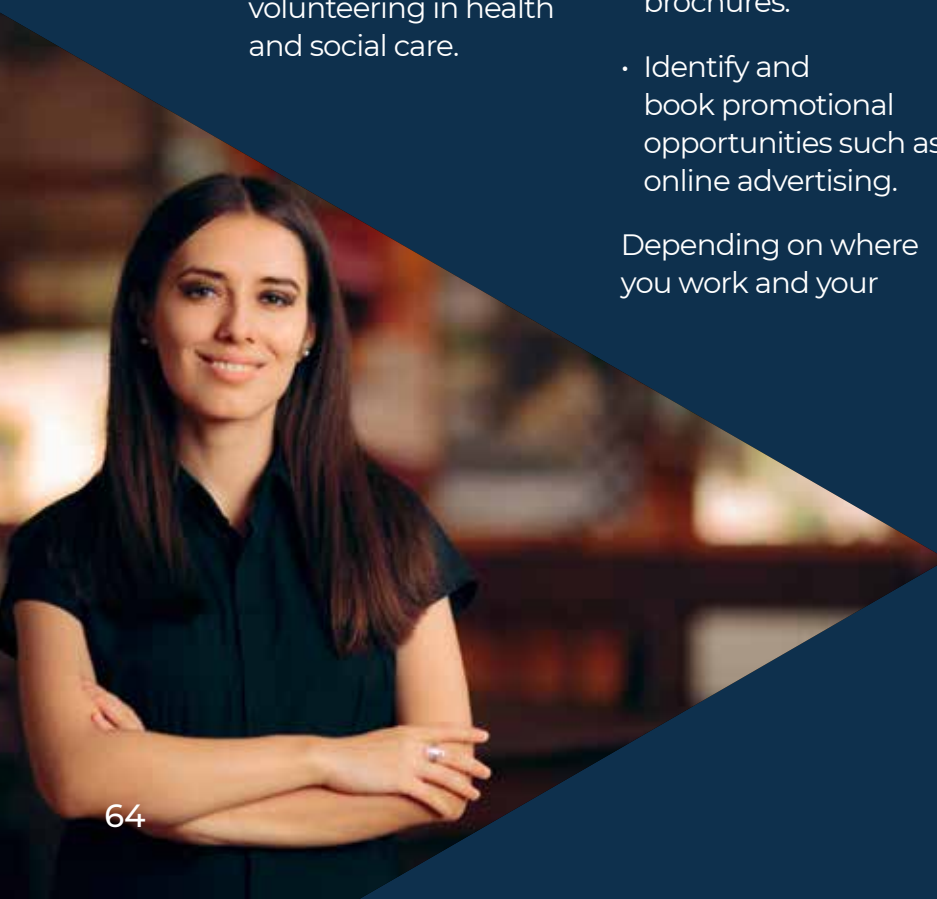
It might also be useful to have an interest or previous experience of working or volunteering in Health and Social Care.

### QUALIFICATIONS

Each role will require different experience and qualifications.

Everyone working in social care needs English, maths, ICT and employability skills including team work and problem solving skills. What core skills do I need to work in social care outlines some of the skills you need and has short activities to help you think about transferable skills from your previous experiences.

It's also really important that you have the right values and behaviours to work in social care.





## CASE STUDY THOMAS

### FRONT OF HOUSE MANAGER The Old Rectory Nursing Home

I started my employment at The Old Rectory Nursing Home in 2012. This was initially going to be for a period of 12 months as I worked as an Apprentice Administrator towards my NVQ in Customer Service Level 2 through Doncaster College. However, due to the hard work and dedication I showed towards my post, I was set on as a permanent member of staff within the first 6 months as their Receptionist.

In 2014, I was nominated by my peers to become Intermediate Apprentice of the Year and as a result, I was awarded this title at an event held at Doncaster College.

Over the years as my knowledge and skills developed and as I undertook and achieved qualifications such as my Customer Service Apprenticeship, Business Administration Level 3 and Social Media for Business Level 3 Diplomas, I took on various roles and responsibilities

within the nursing home, many of which involving close liaison with the management team. In 2016, I was promoted to Front of House Manager.

I carry out many enquiries from prospective clients and their families, which includes showing them around the home and introducing them to our facilities, being empathetic and understanding the difficult time they are going through. Within my role, I have many diverse roles and responsibilities; these include performing many administration and ICT tasks, which support all departments of the home, such as management, nursing and care, kitchen, housekeeping and activities. I, along with the Care Manager act as leading roles in overseeing and maintaining our status as a Gold Standards Framework home, ensuring a very high-quality standard of palliative and end of life care is upheld at all times.

Recently my role within the home has further developed. I undertook and achieved the City and Guilds Award in Education and Training at Level 3, enabling me to deliver training to others. This means I can now deliver all legally required mandatory training updates to staff in the home. In 2018 I participated in the Infection Prevention and Control Link Champion Scheme through the NHS; this enabled me to become the lead in overseeing and maintaining high standards of Infection Prevention and Control within the home.

I thoroughly enjoy all aspects of my role as Front of House Manager, but mostly





Find us on social media

▷ enjoy meeting and greeting all visitors to the home. Over the years, I have not only developed my confidence in communication, but also my knowledge and skills in many subjects surrounding the care we provide. I feel I

am able to give that professional welcome and introduction to all who come through that front door, giving families and clients support and guidance with any concerns or queries they may have, sometimes of a difficult and sad nature. I like

and enjoy receiving positive feedback directly from visitors or through my colleagues, strengthening my drive to continue what I do and have job satisfaction.

## CATERING, DRIVING, CLEANING, MAINTENANCE, HANDY PERSON ROLES

**These are often called Ancillary job roles and are not specific care roles, but are vital to providing a good service and keeping the organisation running.**

### **Cook or Kitchen Assistant**

You will prepare, cook and serve meals to people usually in a nursing or residential home, or in a day care centre.

*Your role may include:*

- Developing healthy and balanced meals in consultation with residents and staff.

- Being aware of people's religious and cultural backgrounds and how this might impact on their dietary requirements.
- Monitoring kitchen stocks and ordering supplies.
- Ensuring high standards of hygiene and cleanliness are maintained.

### **Driver or Transport Manager**

You will provide transport for people who need care and support, for example to and from a day centre or to hospital appointments.

*Your role may include:*

- Transporting people to and from day centres, hospital appointments and outings.
- Planning routes that include different pickups and drop offs.
- Supporting people to get on and off the vehicle.
- Performing basic vehicle checks and ensuring the vehicle is clean.

### **House Keeper, Cleaner, Domestic Worker**

You will ensure that the environment in a residential home or

sheltered housing is safe, tidy and clean.

*Your role may include:*

- Ensuring the environment is welcoming and comfortable for residents.
- Making beds and doing laundry.
- Keeping records of housekeeping stocks and ordering supplies.
- General upkeep of communal areas and bedrooms.

### **Maintenance Worker, Handy Person**

You will carry out practical maintenance jobs, usually in a residential home or sheltered housing.

*Your role may include:*

- Gardening.
- Painting and decorating.
- Electrical repairs.
- Plumbing.
- Repairing fixtures and fittings.
- Completing health and safety inspections.

### **QUALIFICATIONS**

These roles vary and the levels range from assistants to managers, so experience, training and qualifications required will be different for each job and level.



## CASE STUDY

# TRACY

### COOK Dunniwood Lodge

▷ Before working at Dunniwood Lodge, I worked for 13 years in catering delivering “silver service” on race meeting days at Doncaster Racecourse and I watched and learned. I learned good old fashioned home cooking from my mum, as you did back then.

I came to be a Care Worker 14 years ago and because they were short-staffed in the kitchen I was asked to assist in the kitchen, so I worked between the kitchen and providing personal care to the residents. The Cook eventually left and I was given the opportunity to do the Cook’s job on a trial, I have been the Cook since then, as I can prepare, cook and

serve traditional home cooked food, which is what the residents like.

I plan the menus which includes special liquid diet food for residents that need it. I order the food, do stock checks and rotate the food as new stock is delivered. I work together with the Kitchen Assistant to make sure the kitchen and equipment we use is clean and the kitchen is kept tidy. I also like to check that residents are enjoying the food they are eating. Every three years I make sure my





Level one and two food hygiene qualifications are topped up.

I like the fact that the manager lets me get on with it but we work together as a team. I love working Christmas Day and cooking Christmas dinner, always three courses. We make sure residents have a cake on their birthday and have even made spooky food for Halloween.

I am really looking forward to getting a new bigger stainless steel kitchen to come to work in.



I plan the menus which includes special liquid diet food for residents that need it. I order the food, do stock checks and rotate the food as new stock is delivered.



# HOUSING RELATED SUPPORT

▶ **You will support people who need care and support to help them live independently, find housing and maintain their tenancy.**

Housing Support Officers can work in sheltered accommodation, supporting living services, a hostel for the homeless or in the community.

Depending on your role you could be a Residential Warden responsible for managing a housing scheme, or you could provide advice and support about housing in the community.

*Your role may include:*

- Supporting individuals to access housing and other community services.
- Helping individuals to understand

housing benefits available to them.

- Ensuring residents live in a safe and secure environment.
- Carrying out health and safety assessments.
- Completing risk assessments with individuals.
- Filling in financial records such as rent, arrears and petty cash.
- Completing administrative tasks to support your work such as tenancy agreements or marketing.

## QUALIFICATIONS

You'll usually need experience of working in social care and health or come from a housing background, such as homeless prevention, housing support or housing benefits.

If you're applying for an entry level role such as a Housing Organisation

Administrator or Assistant, your employer might ask that you have qualifications showing good literacy and numeracy skills such as GCSE 9 – 4 (A-C) in English and maths. It might also be helpful to have a social care qualification such as a Level 2 or 3 Diploma in Health and Social Care, but you can complete these once you start your role.

It might be useful to have experience working in a similar role or with vulnerable adults. You could gain this experience through a work placement, from your personal life, through volunteering or as part of a traineeship or apprenticeship.

For more experienced roles you might need a qualification or a degree in a relevant subject such as Housing, Community Development or Social Policy. There are lots of courses that are accredited by the Chartered Institute of Housing (CIH) for example a Level 2 Certificate in Housing Practice, Level 3 Certificate in Supporting Homeless People or a Postgraduate Certificate in Housing Studies.

## COMMISSIONER

**As a Commissioner, you will arrange services for people who need care and support. You could commission NHS-funded services such as therapy, or work with a particular client groups such as older people or people with a mental health condition. You could work for a local authority, a Clinical Commissioning Group or another NHS Service. There are a range of roles within commissioning teams include quality assurance and compliance.**

*The role may include:*

- Finding services that people who need care and support can use in the local community.
- Researching information on best practice, national policy and legislation and local market intelligence.

- Planning and completing visits to local care providers to make sure they are delivering good care services.

### QUALIFICATIONS

Entry requirements will depend on the role but the majority will require relevant experience in a Health and Social Care setting as well as a Social Care, Business or Management qualification at Level 4 or above. For senior positions, you will be required to have previous experience in a similar role.



## CASE STUDY LESLEY

### COMMISSIONING OFFICER Doncaster Council

▷ I started at the Council as a Reviewing and Contracts Monitoring Officer, reviewing and monitoring where people with a learning disability were living. I gained further knowledge and experience in this field, then applied for a Commissioning Officer post and was successful at the interview.

As a Commissioner, I arrange services for people who need care and support. I could commission National Health Service funded services, such as physiotherapy and occupational therapy or work with particular

client groups, such as people with mental health problems or learning disabilities.

At the moment I work with older people to make sure they have the right kind of care and support in place. This involves analysing and reviewing existing services and needs across Doncaster, identifying gaps in service provision, planning, and purchasing new services to meet demand.

I write what we need from a service in a service specification which I then go out to tender with. When it goes out to tender it is put on a system where companies can see what service we want. Companies then put a bid in to do the work,

telling us how they will provide the service and at what price. I then evaluate the bids that have come back from the tendering process and award the work in the form of a contract to the company who best meets the criteria set out in the service specification and tender documents.

I work closely with other team members and the successful company to monitor and make sure they are providing the service in line with the contract.

I enjoy the variety and diversity of my work role, which means that 2 days are never the same, 1 day I can be holding a market event for providers for them to tell me about their expertise and the next talking with people who I commission services for. I also like scoring service providers tender bids with a view to offering them a contract to provide the service. I enjoy working with other people who are part of a team and other partners from the NHS and Public Health.







## TRAINING OR ASSESSOR

**You will be involved in designing and delivering learning and development sessions to improve the knowledge and skills of staff.**

Trainers or assessors could work for a social care employer and deliver training to all staff within the organisation, or could work for a training provider, who delivers training to different social care employers.

*Your role may include:*

- Completing assessments to ensure all staff have the right skills and knowledge for their role.
- Designing and delivering training yourself or commissioning training from external suppliers.
- Evaluating how effective training has been.

- Keeping training records for staff.
- Supporting staff who are completing qualifications and assessing their work.

The skills you will need are literacy, numeracy, ICT and employability skills including team work and problem solving skills. There are some specific skills needed to work in this role. These include:

- A good knowledge of Health And Social Care.
- Excellent presentation skills.
- Ability to motivate others.

### QUALIFICATIONS

It will be useful to have some experience working in Health and Social Care and have a Health and Social Care qualification such as a Diploma in Health and Social Care. You usually need to have some

experience in a training or teaching role and might need a relevant qualification such as a Level 3 in Education and Training or a Training, Assessment and Quality Assurance (TAQA) qualification or the A1 (Assessors) Award. It is also really important that you have the right values and behaviours and lead by example. ▶

## CASE STUDY

# GILL

### SENIOR ACCREDITED LEARNING OFFICER Doncaster Council

▶ After working in residential care with older people for 20 years, for the past 15 years I have been working as a National Vocational Qualification Assessor. This has given me the career change I needed, and means I am still involved with staff who work in a care home and the individual residents who live there. I also work with staff in day centres and staff who support people to live in their own homes in the community.

I work with very skilled staff and give them the opportunity to demonstrate their skills and apply their knowledge in their job role, which will give them a qualification at either Level 2, 3, 4 and 5 in Health and Social Care. I assess staff's skills and knowledge to make sure they are meeting the learning outcomes for the level they are working towards. I do this by observing them at work and supporting them with written work, which is then assessed. I also question them if any of the standards

aren't covered. The qualification will ensure they are delivering a high standard of care.

I love my job! I enjoy meeting new staff with different job roles, who want to learn. Supporting them is important as often they come into caring jobs because they have all the right personal values and skills, but may struggle academically.

//  
I like getting good feedback from staff who have completed their qualification. Especially when they say, they understand why the legislation, policies and procedures are in place and this enables them to look at their job in a different way. //



## REGISTERED NURSE

**You will be a fully trained nurse who works in a nursing home or the community to provide a range of clinical tasks including dressing wounds, taking blood samples and recording medical information.**

You will perform clinical and healthcare tasks to people in a nursing home or in the community.

Nurses in adult social care usually work in the following areas.

- Acute, general or elderly nursing that involves providing nursing care for adults and elderly people who are ill, injured or who have physical disabilities.
- Learning disability nursing that involves working with people who have learning disabilities to help them become as independent as possible.
- Community psychiatric nursing that helps people with mental health conditions such as personality disorders, neurosis, phobias,

acute anxiety, alcohol dependency, depression and eating disorders.

*Your role may include:*

- Performing a range of clinical tasks such as taking blood samples or wound dressings.
- Recording medical information.
- Working in partnership with individuals, families and other professionals to plan care and support.

There are some specific skills needed to work in this role.

These include:

- Good communication skills.
- Problem solving skills.
- Team working skills.
- Good number skills.

### QUALIFICATIONS

To practice as a Nurse you'll need a degree in Nursing and be registered with the Nursing and Midwifery Council (NMC).

Each university has different entry requirements for nursing degrees but

you're likely to need three A-Levels or equivalent Level 3 qualifications, and five supporting GCSE's including English, maths and science.

It might also be useful to have experience working in a Health and Social Care role on your university application. You could gain this experience through a work placement, from your personal life, through volunteering or as part of a traineeship or apprenticeship.

## SOCIAL PRESCRIBING

▷ **As a Social Prescriber, you will connect people with non-medical support, such as day centres, charities or community groups, to improve their wellbeing and tackle social isolation.**

Social Prescribers usually work in a GP surgery, health centre or community organisation.

*Your role may include:*

- Completing an assessment of what care and support people need, such as physical activities, learning new skills, making new friends or finding employment.

- Finding local support services such as community groups and charities for people to go to.
- Referring people who need care and support into a range of local activities.
- Reviewing the progress that people make.

You may also specialise in one area of care and support, for example supporting people with physical disabilities to be more physically active in the community.

### QUALIFICATIONS

There are no formal qualification requirements for this role, but you usually need to have some experience of working in Health and Social Care or in a volunteering capacity.

It might also be helpful to have a good knowledge of the local area, including local social care and health services, community and volunteering groups.

### Volunteering Opportunities

South Yorkshire Housing Association offer befriending opportunities at Doncaster Social Prescribing. You will be meeting customers, sometimes in their own homes, who may be elderly or struggling with mental health issues, for example. You will help our customers by supporting them to build confidence and enabling them to get back out in the community. An induction, training, one to one support and expenses will be provided.

For more details please contact [www.syha.co.uk/](http://www.syha.co.uk/) or email [doncastersocialprescribing@syha.co.uk](mailto:doncastersocialprescribing@syha.co.uk)



**CASE STUDY**  
**MICHELLE**

**SOCIAL PRESCRIBING ADVISOR**  
**Doncaster Social Prescribing**

In 2014 Doncaster Clinical Commissioning Group and Doncaster Council commissioned Doncaster Social Prescribing to deliver a service to people with long term health conditions, where social factors impact on their health. I joined the new team in 2014 and together we developed an organic, person-centred, strengths based social model of support, working together with the health related services a person may also be receiving.

Following a referral from a clinician, such as a GP or nurse, to the service, I meet their patients for an appointment in their own home, in order for them to feel in control, relaxed and at ease. This enables me to have a conversation and for me to listen to each person, and hear about what matters to them regarding their health, lifestyle and social situation. I am then able to offer them tailored options of support. Many options which they may

have not previously considered or known about.

I then support and motivate them to develop their own aims, goals, and solutions and assist them to work out how these can be realistically achieved. Support options can be anything such as health and social care support options, benefits support, employment, volunteering, housing support, healthy lifestyles advice and information regarding long term health condition self-management.

I also include social options such as dancing sessions, gardening, activity groups or social groups, whatever is right for each person, based on their own skills or interests and choices. I support the individual to liaise with other agencies and/or begin to attend social or activity sessions. If they do not feel ready to do this independently they can be supported by a Social Prescribing Volunteer, to enable

// Most of all, I enjoy seeing the people that I support make successful changes, whether small or large, in their own lives, as this leads to an improvement in their self-confidence, self-esteem and wellbeing. Subsequently, this has a positive impact on both their mental and physical health.

// them to develop the confidence and independence to do so in the future.

I absolutely love my role within a friendly and supportive team, which has an enabling leadership based on the supportive and strengths-based ethos of social prescribing.





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# 03

## CASE STUDIES

### DONCASTER COUNCIL – FAMILY HUBS DONCASTER CHILDREN'S SERVICES TRUST



## CHILDREN AND YOUNG PEOPLE'S SOCIAL CARE

Children and Young People's Social Care is about every child and young person having the best start in life and having the support they require at times of need or crisis in their lives. The following pages explain how you can become involved in this rewarding sector and how to access vacancies and gain more information. Take a look at the motivational case studies and be inspired by their journeys and passion for making a difference!



Find us on social media

# DONCASTER COUNCIL FAMILY HUBS YOUNG CARER PRACTITIONER

▶ The role of a Young Carer Practitioner is to work directly with children, young people and their families on both a one to one basis and in group sessions, in order to ensure that young carers are

fully supported and build their confidence, independence and resilience. The Practitioner is responsible for planning, facilitating and providing comprehensive

support for young carers to minimise the negative impact of their caring role and raise awareness of the service to a wide range of organisations and services.

## CASE STUDY

### DIANE

#### YOUNG CARER PRACTITIONER

I applied for the role of Young Carer Practitioner in June 2018. At the time I was a Parent Engagement Worker based within the Family Hubs.

My role is to support and raise awareness of young carers in the south area of Doncaster, which includes Mexborough, Denaby, Conisbrough, Edlington and Rossington.

A young carer is a child or young person who

provides regular and on-going care and emotional support to a family member with physical or mental health problems, has a disability, or misuses drugs or alcohol. This does not mean the everyday and occasional help around the home that many young people are often expected to give within families.

The Young Carer's Team understands that being a young carer can be hard and we can provide support to young carers. This includes, information,



The best part of my role is having the time to listen to the young carers and put in place support that is unique to them.



advice and signposting, an appropriate assessment (Outcome Star) to identify the caring needs and the support required. We offer 1:1 support for the young person, advocacy, group work, support with transitions, social groups and activities during the school holidays.

I like that the service is flexible, the team are constantly looking at innovative ways to meet the needs of the young carers, and that the services support is shaped by gaining the views of the young people.





# EARLY YEARS DEVELOPMENT WORKER

Early Years Development Workers are part of a team who support the delivery of a broad and balanced early years' curriculum. This is delivered within a caring, safe and welcoming environment that enables each child to achieve their potential.



## CASE STUDY

### BEN

#### EARLY YEARS DEVELOPMENT WORKER

In 2017, I started out as a volunteer in my local Family Hub. I started going to the Family Hubs as a parent with my first-born child. My partner and I struggled as it was our first and we needed a little guidance. The staff at the Family Hub really helped us through the hard times and I looked up to them. I thought to myself I want to give something back to the Family Hubs for all the hard work they have put into my family, so I went into volunteering.

From this, I completed my Level 2 in Childcare as a distance learning course. I then applied for a maternity cover post in a different area (East) where I got the job. I was then successful at gaining permanent hours in this area. I have just

recently gained more hours as I am covering another maternity cover.

I am an Early Years Development Worker and I deliver sessions within Family Hubs and out in the local community. I plan and evaluate for all the sessions I do this is by observing the children within my sessions and then going on their interests, to plan for the next session always looking to progress the child's development.

I enjoy every aspect of my job I am very passionate, and also very confident in delivering sessions. I can build good relationships up with the parents I work with as well as my colleagues, I do other things as well such as

supporting parents to access two year funding which again I enjoy and am very passionate when speaking to families about this.



I really enjoy the training that I have been on since the start of my job and feel as a practitioner my knowledge has widened, and have gained even more confidence when speaking to families.



For current vacancies within the Family Hubs, please visit:

**[www.doncaster.gov.uk/services/work-jobs-training/working-for-the-council](http://www.doncaster.gov.uk/services/work-jobs-training/working-for-the-council)**

# DONCASTER CHILDREN'S SERVICES TRUST

▷ **We want to help Doncaster children and young people to stay safe and well, and to reach their full potential. We're the first children's services Trust in the UK and are an Arm's Length Management Organisation (ALMO) of Doncaster Council.**

We are here to help every child, young person and family to have the best start in life. We feel our children, young people and families deserve nothing but the very

best services to help them to stay safe, well and to achieve their potential. Our services include children's social care, intensive family support and youth offending.

We are a little bit different here at the Trust. Unlike other children's services we don't have to deal with competing priorities, instead, we can solely focus on making a positive impact on the lives of children, young people, and families.

## WHY CHOOSE US AS AN EMPLOYER

Our work is focussed on the strong values of Being Excellent, Being Respectful and always wanting to Make a Difference. Some of our young people describe the Trust as being part of a family and this ethos and our values flow throughout the organisation.

You will find the child at the centre of everything we do – from frontline work through to the work delivered by our corporate services such as finance and performance.





We want to deliver the very best services for children, young people and families we support in Doncaster. We know we can only do this with the dedication and skills of the right people. Find out how you can join us and be a part of our journey on our website

[www.doncasterchildrenstrust.co.uk/join-our-team](http://www.doncasterchildrenstrust.co.uk/join-our-team)

**BENEFITS OF WORKING FOR US INCLUDE:**

At the Trust, we value the skills, knowledge, experience and contribution our teams bring with them to work every day to make a difference to the lives of children, young people and families.

That's why as our way of saying thank you we offer our staff a number of benefits.

Our benefits include:

- Competitive salary
- Support with

your development and continuous professional development

- Generous annual leave – starting from 26 days depending on salary
- Excellent pension scheme
- Employee Assistance Programme
- Supporting your work life/ balance – including flexible working
- Discounted parking
- Pool cars for work travel
- Discounts on the High Street

- Discounted days out
- Savings when you eat out
- Savings on holidays
- Car lease scheme – salary sacrifice

You can read more about our benefits at

[www.doncasterchildrenstrust.co.uk/joinourteam/benefits](http://www.doncasterchildrenstrust.co.uk/joinourteam/benefits)



Find us on social media

### **FUTURE PROGRESSION OPPORTUNITIES**

We actively support all our staff to develop their skills through training opportunities

and to progress their career where vacancies become available.

At the Trust, we are committed to supporting our staff to continually develop

their skills so they can provide the very best support for children, young people and families living in Doncaster.

### **CASE STUDY SARAH**

#### **ADVANCED PRACTITIONER SOCIAL WORKER**

▷ For Sarah, becoming a social worker was a dream long held since leaving school but something which was placed on hold as other priorities took precedence. She got the chance to follow that dream when she successfully applied for one of four places being offered by the Trust on the Step-Up course, in partnership with Salford University, in 2015.

At that time Sarah, who had a degree in Applied Social Science, had spent four years working in a family centre in Rotherham, followed by three years working in Doncaster in the Referral and Response service as an Early Intervention Adviser.

“I saw what the social workers did in their role – the way they got to interact with families on the frontline; the positive and direct impact they had upon their lives – and I wanted to have that role,” said Sarah.

Previously the thought of doing my Masters while having children and a mortgage was just not feasible but the time was right when the Step-Up training came along; and it meant I still got paid.

She had her final placement on the intensive 14-month course with the Trust’s South Team, in Edlington and, in April 2017, she joined the team as a permanent Child Protection social worker.

She is currently Acting Up as an Advanced Practitioner with the team and says: “I could never have believed that I would be here in this role just a few years ago. I love the work I do and, while it obviously has its challenges, we have a really supportive team here which makes it a great place to work.”





## CASE STUDY

# EMMA

### CAREERS TEAM LEADER

When I left school, I wanted to become a theatrical make-up artist. I was gutted when I didn't get on the course, but luckily my mum persuaded me to do a Business Administrator course at college - it opened the doors to roles within the careers environment.

Since my first role in 1996, I've made the most of opportunities through work to gain qualifications and experiences which have allowed me to progress my career as a Careers Adviser. I never aspired to go to University, but through work, I now have a level 6 qualification (the equivalent of a degree).

I've worked in the Trust since 2014 as a Careers Advisor. I work alongside Social Workers, Personal

Advisers and Case Managers helping young people, aged 16 to 21, to make the successful transition into the world of work.

The role is not just about getting people into a job, writing a CV or an application form. It is about helping young people make informed and realistic choices about their education, training or employment options. I support young people to develop their skills, learn about different roles and their responsibilities within the workplace. I also get to create programmes to reward the learning achievement of our young people.

Becoming a Careers Team Leader wasn't on my careers list when I left school. However, I love it. There is nothing

better than helping a person to discover the career that is right for them.



It is about helping young people make informed and realistic choices about their education, training or employment options.





Find us on social media

## CASE STUDY

# NEV

### SERVICE MANAGER

▷ Back in 1995 I started my career on the production line building tractors but I wanted more, a job where I could give something back and help others.

Starting on my new career path, I undertook a voluntary role with young people, as an Independent Visitor for the Youth Justice Service before working as a Relief Residential Worker in one of our children's home. The experienced gained from this allowed me to then apply for a permanent role caring

for children who were living at the children's home.

After completing my NVQ Level 3 in Child Care in 2004, I successfully applied for a course to help me embark on a career in social work.

In 2008, I completed my second and final one hundred day placement as part of my course. During my time there, I completed several adult care plans. I feel this placement helped me to undertake more holistic family assessments – taking on board the parents and grandparents situations and views.



Having passed my Social Work degree, I worked in various social work roles across Children's Services which then led me to working in our Leaving Care service, where I supported young people in transitioning to adulthood.



Now I oversee six services - Children with Disabilities Team, Inspiring Futures Leaving Care Team, Edge of Care Team, Advocacy and Participation and Independent Visitors, Semi-Independent Living Services and YOS Case Management and Support Admin Service.

It is a great job. I'm so pleased I made that move and can now help young people.



## CASE STUDY VANESSA

**TEAM LEADER**  
**Morrison Drive Children's Home**

I started working in Social Care approximately 32 years ago. I began working with children with disabilities in a children's residential care home and then went on to working with adults with a learning disability in a residential care setting too. After having some time off to start a family, I returned to work, but moved back to working with children living with social, emotional and mental health problems in a smaller children's home setting. My previous experience of working with children and adults was recognised on returning to work after starting my family.

Following years of experience and working towards

gaining qualifications, I have moved up the management ladder and I am now the Team Leader of the children's home. With my job comes the overall responsibility to ensure the children are well cared for in a safe homely environment and the nurturing they need from staff is given to support them to grow and develop. Together we ensure the home is a homely, fun environment where staff and children can build relationships.

I ensure the staff are trained and supported to complete their job role effectively and that staff follow all the policies, procedures and legal requirements to ensure the home runs smoothly.



// Together we ensure the home is a homely, fun environment where staff and children can build relationships. //

I love working with the children, seeing them grow and experience new activities, as well supporting them through the challenges they face. I like developing the staff to progress into new roles and grow in confidence to manage the daily routines of the home. I enjoy working with other professionals to ensure we are all achieving the best outcomes for the children in our care.



Find us on social media

### I'M INTERESTED WHAT NEXT?

If you feel you could make a difference to the lives of children and young people, then we would love to hear from you.

You can find a full listing of all our vacancies on our website  
**[www.doncasterchildrenstrust.co.uk/join-our-team](http://www.doncasterchildrenstrust.co.uk/join-our-team)**







## USEFUL WEBSITES:

**[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)**

For more information about working within the sector.

**[www.socialcare.co.uk/](http://www.socialcare.co.uk/)**

For more information about working within the sector.

**[www.jobs.nhs.uk](http://www.jobs.nhs.uk)**

Website advertising all current national and local NHS jobs.

**[www.doncaster.gov.uk/services/work-jobs-training/working-for-the-council](http://www.doncaster.gov.uk/services/work-jobs-training/working-for-the-council)**

For all current vacancies within Doncaster Council.

**[www.doncasterchildrenstrust.co.uk/join-our-team](http://www.doncasterchildrenstrust.co.uk/join-our-team)**

For all current vacancies at Doncaster Children's Services Trust.

**[www.apprenticeships.gov.uk](http://www.apprenticeships.gov.uk)**

Information about apprenticeships, current apprenticeship vacancies and how to apply for them.

**[www.ucasprogress.com](http://www.ucasprogress.com)**

Information about all the different qualifications that are available within Health and Social Care.

**[www.nationalcareerservice.co.uk](http://www.nationalcareerservice.co.uk)**

Information about working and the different roles within the Health and Social Care sector.

**[www.start.co.uk](http://www.start.co.uk)**

Information about working in the Health and Social Care sector and the different roles available.

## VOLUNTEERING OPPORTUNITIES WITHIN DONCASTER:

A number of third sector charity and organisations can be found on the link below take a look at their organisations and opportunities they may have available.

**[www.yourlifedoncaster.co.uk](http://www.yourlifedoncaster.co.uk)**



## ADVANCE INFORMATION

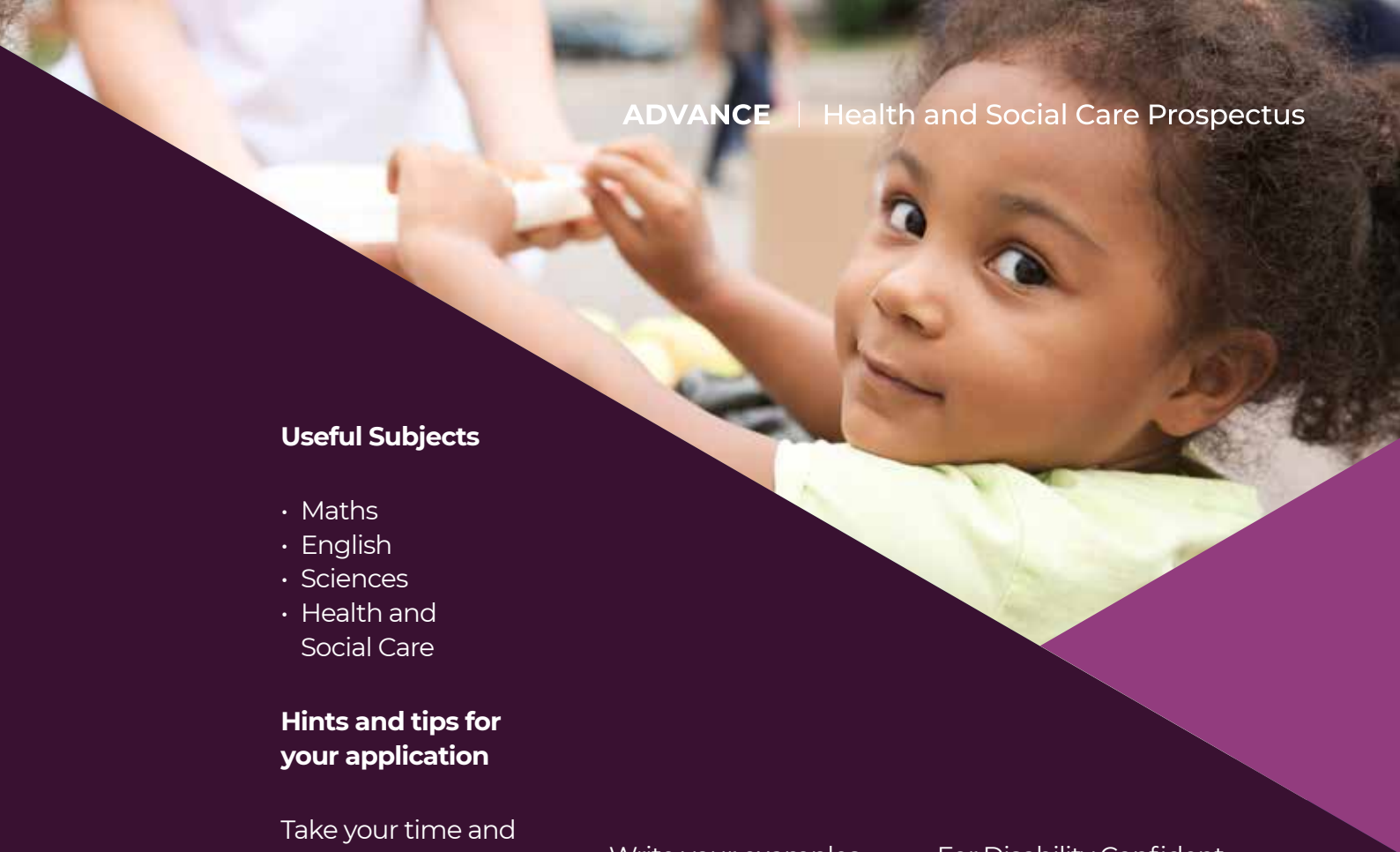
# HINTS AND TIPS FOR YOUR APPLICATION

It can be difficult to get work experience in health and social care when you are under 18 years old. As an alternative, try to get some experience in other customer care roles first, for example retail, sales or do some voluntary work. Working in care home is usually a good way of getting work experience and you can go in as a placement whilst at school and then get a part time job alongside studying.

### Skills and Qualities

- Communication – demonstrate being able to communicate with others, spending time listening to people and what they might need. Being able to put people at ease and gain their trust.
- A genuine want to help and care for others – treating people with dignity and respect ultimately to improve their lives, being able to respect people's choices and decisions to keep maintaining people's lives.
- Problem Solving – Being able to respond to changing situations in an environment where two days are never the same.
- Learning and developing - being able to show a commitment to learning and developing and being able to put the person at the centre of what you do.
- Team Work – this is an essential part of the role being able to show that you are able to work with others.





### Useful Subjects

- Maths
- English
- Sciences
- Health and Social Care

### Hints and tips for your application

Take your time and read the questions carefully.

Read the job information and when you are asked to explain why you think you are the best person for the vacancy, you must evidence that you can meet the essential requirements of the role. Use your experiences from both previous work and also your personal life.

If you have any questions about the vacancy or the application process, call the contact person. It is better to clarify things before creating your application.

Write your examples in a Microsoft Word document and save as you go along.

Check spelling and grammar.

Check you have completed all sections and have included everything that will help your application.

Keep referring back to role requirements.

Re-read the whole application before submitting.

Ensure your application is submitted in good time. Try and not leave it to the deadline day.

For Disability Confident Employers – look out for the logo.

All applicants will have to undergo basic security checks before they can work in this sector. This can often involve undergoing a DBS check.

For further guidance regarding DBS checks, please visit:

**[www.gov.uk/government/organisations/disclosure-and-barring-service](http://www.gov.uk/government/organisations/disclosure-and-barring-service)**



Find us on social media



# ADVANCE

If you have been inspired by the exciting range of opportunities presented to you, but feel that you would benefit from some tailored support to assist you in applying for any of these roles the **Advance Team** is here to help!

// If you are looking to transform your career regardless of your age or whether you are currently employed or not, we can offer one to one and ongoing support to achieve your goals and thrive in your chosen career

//  
**Advance Team**  
Doncaster Council

**For more information about where  
Advance could take you, visit:**

**[www.advancedoncaster.co.uk](http://www.advancedoncaster.co.uk)**

or call for more information today on:

**01302 735556**

or email us at:

**[advance@doncaster.gov.uk](mailto:advance@doncaster.gov.uk)**

ADVANCE 



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