

SUPPORT WORKER INFORMATION & AGREEMENT OVERVIEW

Please read this document carefully before signing your employment contract.

Welcome to **There4U Agency**. This document serves as an informative guide detailing your role, responsibilities, and the terms of your employment. Its purpose is to ensure you fully understand your duties and our operational standards before you digitally sign your employment agreement.

1. POSITION SUMMARY & EXPECTATIONS

As a **Support Worker (SoC 6135)**, you represent There4U Agency on the frontline of community care. Your primary objective is to assist service users in living independent, safe, and fulfilling lives within their own homes, while consistently respecting their choices, dignity, and rights.

1.1 Working Locations

This role is dynamic and field-based, requiring you to travel and deliver care across multiple regions, including:

- **Leicestershire City Council** areas
- **Nottinghamshire City Council** areas
- **Birminghamshire City Council** areas

Because you will be working across various locations, you must be willing and able to travel efficiently between clients' homes using suitable transportation, such as a personal car, bicycle, or public transport.

2. COMPREHENSIVE JOB RESPONSIBILITIES

Your duties are divided into core care management, daily living support, and administrative reporting. You are expected to fulfill all of the following obligations diligently:

2.1 Direct Care & Personal Support

- **Capacity Assessment:** Evaluate service users' capacity and day-to-day abilities to tailor support effectively.
- **Personal Support:** Provide direct personal care in strict accordance with the Client's Care/Support Plan.

- **Moving & Handling:** Safely assist service users with mobility, transfers, and positioning using approved moving and handling techniques.

2.2 Nutritional & Household Support

- **Dietary Care:** Prepare and serve balanced, nutritional diets tailored to the client's needs, and assist with feeding whenever required.
- **Housekeeping:** Maintain a clean and hygienic environment by undertaking light housekeeping, household cleaning, and laundry duties as outlined in the care plan.
- **Property Management:** Treat the service user's home with respect, ensuring all personal property and specialized medical/mobility equipment are handled safely.

2.3 Wellbeing, Communication & Administration

- **Mental & Social Stimulation:** Provide activities designed to engage, stimulate, and improve the overall mental wellbeing of service users.
- **Daily Administration:** Assist clients with essential daily tasks such as letter writing, bill payments, and the collection of welfare benefits.
- **Professional Liaison:** Build and maintain professional working relationships with clients, their families, external agencies, and healthcare professionals.
- **Policy Compliance:** Strictly adhere to all There4U Care Services operational policies, safeguarding procedures, and health and safety regulations.

Critical Reporting Requirement

You are safety-critical personnel. You must ensure that service users are never put at risk due to support and care activities. You are required to **promptly notify and alert Care Supervisors or Managers at There4U Agency** regarding any changes in a client's physical condition, mental health, or general living circumstances.

3. COMPENSATION, PROBATION, AND PERFORMANCE

- **Hours & Salary:** Your position is based on a standard **40-hour workweek**. Fulfilling these hours qualifies you for a minimum annual salary of **£23,200** distributed over a 12-month period.
- **Probationary Period:** All new employment offers are subject to an initial **three (3) month probationary period**. This period allows both you and the agency to evaluate your suitability for the role.
- **Strict Compliance Notice:** Maintaining high legal and ethical standards is mandatory. Any breach of contract or engagement in illegal activities during your probation (or subsequent employment) will result in **immediate termination of employment**.

4. MANDATORY ONBOARDING COMPLIANCE

Before you can be fully onboarded and cleared to work with vulnerable service users, you are legally and contractually required to provide authentic copies of the following documentation:

1. **Police Clearance Certificate** (to verify criminal record background)
2. **English as a Foreign Language Certificate** (if applicable, to verify necessary communication skills)
3. **Nursing Certificate / Relevant Care Qualifications**
4. **Negative TB (Tuberculosis) Test Result**

5. ACKNOWLEDGEMENT & DIGITAL SIGNATURE

By proceeding to digitally sign your employment contract, you confirm that:

- You have read, understood, and accept the comprehensive responsibilities, work locations, and salary terms outlined above.
- You possess or will imminently provide the required compliance documentation.
- You agree to adhere to all There4U Agency policies, reporting structures, and safety standards.