



PASSMORE CARE SERVICES

Enabler Person Specification and Job Description

Passmore Care Services is an award-winning and well-established reputable business providing high-quality care and support services and accommodation for adults in Exeter.

We provide a compassionate and professional service enabling our clients to maintain their independence and live fulfilling lives in the comfort of their own homes or in the community.

We aim to recruit and retain the best people and develop the skills and talents of all our staff. We strive to ensure that we have the development opportunities and rewards to make Passmore Care Services an attractive and stimulating place to work.

Person specification – What we need from you

This section outlines the things we need from an Enabler. We do not always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are those things which you need to do the job. The desirable criteria are those qualities that would be an advantage to have in this role.

Education and training:

- Health and Social Care Level 2 Diploma (or equivalent) is essential (or willing to study for and attain this qualification within the first year of employment).
- Health and Social Care Level 3 Diploma (or equivalent) is desirable.

Achievements, experience, skills & abilities

Essential criteria

- Showing high standards of personal and professional behaviour
- To be self-motivated, enthusiastic and to have a flexible attitude
- A team player but also able to work on own initiative
- Able to build trusting relationships by establishing connections, rapport and showing an interest in the person you are supporting
- Excellent organisational skills
- Excellent communication skills – verbal and written and able to listen
- Excellent attendance and punctuality

- Good level of numeracy
- Ability to be open to new challenges, ideas and experiences
- Commitment to going 'above and beyond' when the need or opportunity offers itself.

Desirable criteria

- Previous experience of working with vulnerable people in a home or community setting and with challenging behaviour
- Experience of outcome-based service delivery and the required records which evidence that
- Adapt to situations quickly and address issues arising
- Ability to help induct new staff to the job role.

Our Values and Behaviours

Our underlying values often shape our attitudes and influence how we behave in certain situations. It is important that we all have and demonstrate the key values that underpin high-quality social care provision:

- Care
- Compassion
- Competence
- Communication
- Courage and
- Commitment

Our Values

- Caring, sensitive and compassionate in our approach
- Treating people with patience, kindness and empathy
 - Providing privacy and dignity to those we support
 - Embracing diversity, equality and inclusion
 - Understanding and respecting confidentiality
 - Striving for quality and improvement in all that we do
- Taking appropriate action if ethics and values are compromised.

Our Behaviours

- Being open and honest and transparent when things go wrong
- Respecting and treating others as we would wish to be respected and treated ourselves
- Accepting of constructive criticism and focusing on improvement and doing things better
- Open to learning from others and willing to share knowledge and experiences to improve performance and service
- Considering the benefits of taking a risk as well as what might happen if things go wrong seeking to manage and minimise risk rather than avoid it
 - Working in a person-centred way
- Understanding the importance of keeping service users safe and free from abuse
 - Communicating concerns, problems or changes to more senior colleagues
- Helping Service Users to play an active role taking into account their whole life, including physical, mental, cultural, emotional and spiritual needs.

Job Description

Post Title: Enabler

Type: Permanent contract (part-time and full-time)

Rate of pay: £11.44 per hour (age 21 and over), £10.68 per hour (ages 18 to 20)

Benefits: 24-hour employee support line for free confidential counselling and other advice
Competitive rates of pay
Health & Social Care diploma training with Exeter College paid for plus ongoing training
Career progression encouraged, excellent opportunities to progress
Workplace contributory pension scheme
Refer a friend scheme – earn by referring
Business mileage (45p per mile) and travel expenses paid
Paid holiday
Enhanced DBS check paid for
Friendly and supportive team

Reports to: Senior Enabler/Team Leader

Duties and Responsibilities:

The Enabler will provide quality support to the Service Users of Passmore Care Services in accordance with best practice and legislative requirements, reflecting our policies and procedures and agreed standards.

You will assist the Service Users to undertake any tasks relating to day-to-day independent living according to their individual needs and in line with an agreed Care/Support Plan.

The Enabler may work with any Service Users of Passmore Care alone in their home or in the community and may be a keyworker for one or more specific Service Users.

You will help promote the Service User's independence and choice and uphold Passmore's values and behaviours.

Main Duties

Under the guidance of the Senior Enabler/Team Leader, the Enabler will:

- Ensure Service Users are at the heart of support delivery, supporting each individual with all aspects of their day-to-day living, allowing them to enjoy the best possible quality of life and achieve the best outcomes
- Promote and safeguard the welfare of all the individuals they support
- Enable the Service Users to maintain skills and personal interests whilst delivering person-centred support unique to each supported person

- Support the Service User to maintain their tenancy and well-being by assisting with day-to-day household tasks, meal planning, shopping and cooking etc
- Support the Service User to maintain their health by assisting with booking and attendance at medical appointments, and monitoring use of prescribed medications
- Enable the Service User to maintain relationships by providing support and general guidance
- Support the Service User to maintain quality of life, by assisting with access to leisure activities, educational and work-related opportunities
- Enable the Service User to be able to make informed choices about their own life situations
- As desired by the Service User, maintain and develop relationships with family, friends and other people important to them
- Ensure that all information about a Service User and their needs are reported and communicated in a timely manner, and that accurate records are kept in accordance with Passmore Care's policies and procedures
- Develop and maintain effective working relationships with colleagues
- Be professional, polite and empathetic at all times
- Be open to all learning opportunities and undertake such training and development as required from time to time to maintain and improve personal knowledge and professional growth. This should include attending training and achieving the relevant qualifications commensurate with the role
- Any other duties relevant to the provision of an enabling service, as agreed between the postholder and the Directors.

The above outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exhaustive list and duties may be revised from time to time to reflect the changing needs of Passmore Care Services.

Last Revised 22/4/24