



About with Friends is a Cromer based charity working with young people and adults with learning disabilities, some of whom may also have physical or sensory disabilities or behaviours that challenge. Our mission is to provide our members the opportunities they are entitled to. We support our members to live a life they choose by developing their skills and confidence for independence including building friendships and being part of their local community.

Our Work Skills programme (Monday to Saturday) provides a variety of real work and service delivery opportunities for our adult members working within the local community. These include a tearoom and a retail shop in town, well established catering services and a retail production section. In addition we upcycle furniture and other small items in our woodwork and craft production areas. Our Salon, Home skills and Employability placements also offer a wide range of learning opportunities for our members.

Supported Living and Outreach services provide members support to live in the community, carry out a range of living tasks, budgeting, cooking, health appointments, trips out in the community and much more. We also support members in having holidays of their choosing.

We run a wide ranging Leisure programme of social activities for our members; these occur mainly evenings and weekends with activities including swimming, cinema and day trip outs in the community. In addition we offer residential holidays to a variety of places as chosen by the members.

Our Bespoke service is a 1:1 based programme which caters to the member's individual needs. The service tailors activities and timetables to an individual based on their needs and ability, this can include therapy based sessions, work skills and weekend activities.

Job Title	Bespoke Support Worker	Salary:	£12.84 per hour
Reports to:	Bespoke Manager & Deputy Manager	Location:	Based in Cromer but will be required to travel
Service:	Bespoke Team	Hours:	37.5 hours per week

Overall purpose of the job:

To support and develop our members at the appropriate level to enable them to fully participate in their chosen social activities or bespoke programmes.

To assist and encourage members to try new experiences, develop their communication, self-esteem, confidence and encourage friendships within their peer group.

To be involved in the delivery of the individual bespoke activity/work based programmes on a one to one basis.

The Bespoke service supports adults on individual timetables to offer high quality learning outcomes.

Principal responsibilities:

- a) Deliver bespoke programmes for adults with complex needs and/or challenging behaviour as per their individual timetable – 1:1 or 2:1 depending on activity
- b) Ensure the effective delivery of the bespoke programmes of activities
- c) To provide specialist support to bespoke members in acquiring communication, play, social, self-help, confidence and independence skills
- d) To work collaboratively with colleagues in maximising inclusion and participation of bespoke members in activities
- e) Use and develop communication methods that are preferred by members (Sign, PECS, Verbal etc)
- f) Participate in respite breaks as and when required
- g) Transport members to and from venues and home(s) as required
- h) Work cooperatively across the organisation to help colleagues and members where required



- j) Contribute, comply and be familiar with all activity risk assessments prior to beginning an activity
- k) Ensure safe working practices are adhered to at all times, and at all venues and locations
- l) Build effective relationships with parents, carers and other relevant agencies
- m) To attend 'Bespoke' and 'All Staff' team meetings
- n) Make the best use of resources and work in a cost effective and efficient manner at all times
- o) Keep up to date and work within current guidelines and practices and communicate with the team and line manager
- p) Undertake administrative tasks and produce reports as and when required
- q) Undertake all other work related duties required to fulfil this role
- r) To provide personal care with some of our members
- s) Provide sleep in cover 3 nights per month

Health and Safety:

The job holder must ensure they comply and are up to date with All about Friends policies and procedures in relation to health and safety, having specific regard to adult protection and safe guarding, confidentiality and data protection and follow correct reporting procedures. The jobholder must ensure activities are delivered within the charities health and safety guidelines and that risk assessments are in place.

Policies:

The employee is responsible for familiarising themselves and adhering to the About with Friends policies and procedures.

Line Management responsibilities: N/A

Job knowledge and experience: (E = Essential D = Desirable)

JOB KNOWLEDGE & EXPERIENCE:

Essential

- Demonstrate high levels of patience, tolerance and empathy when dealing with challenging individuals
- Demonstrate excellent communication skills
- Able to stay calm when faced with challenging situations or individuals
- Strong people skills including the ability to negotiate/liase with customers parents and carers, volunteers, internal and external contacts
- Commitment to a service which provides support to vulnerable children and adults
- Good time keeper
- Able to adapt to ever changing priorities and respond proactively to continual change
- Able to work across disciplines and undertake a variety of tasks
- Able to keep accurate records
- Able to work on own initiative or as part of a team and except guidance as appropriate
- Hold a current driving license and have access own transport
- Willingness to transport members to various venues
- Have a commitment to training and development for self and members
- Able to problem solve on a day to day, hour by hour basis



- Have an excellent sense of humour and ability to see positive solutions
- Good general education

Desirable

- Experience or ability to use a variety of communication tools
- Level of IT skills to fulfil the role requirements
- Norfolk STEPS/NAPI trained
- Sign language trained
- Health and Social Care qualification
- Experience working 1:1 with young adults with challenging behaviours
- Previous employment in a similar setting