

Thank you for choosing County Training to support your business. In order for us to advertise the apprenticeship position within your business, we will need to add you vacancy to the **Find An Apprenticeship** website. Candidates will be able to apply through this service and this is the link we will be promoting on our website.

**Please ensure you read the full document for guidance on the funding in relation to your business.**

You may be contacted by the Skills Funding Agency (sometimes referred to as BlueSheep) regarding your EDRS number. This is a number generated for your company by the Skills Funding Agency that enables you to draw down apprenticeship funding. Most companies already have this number made for them but if you do not have one we will need to request it before we can officially advertise your vacancy.

<b>Company Name</b>	New Dawn Care Agency Limited	
<b>Trading As (if different)</b>		
<b>Contact Name</b>	Heather Bowness/Rachel Wintle	
<b>Contact Job Title</b>	Chief Executive/Registered Manager	
<b>Contact Number</b>	07774 407981/01564 856586	
<b>Contact Email Address</b>	enquiry@newdawncare.com	
<b>Company Address</b>	The Old Shippon Onibury Craven Arms SY7 9AW	
<b>Is this the address where the apprentice will be based?</b>	<b>Yes / No</b>	
<b>If no, please provide address in space provided.</b>		
<b>How many people are employed by the business?</b> <small>This refers to employees across the organisation as a whole, not just specific branches. We will need this information to verify your EDRS number and ensure you are matched to the right funding.</small>	22	

#### **About you – tell us a bit about your business**

When were you established? What do you specialise in? Are you a local or national company? This does not need to be lengthy, but candidates will see it to get a feel for the business before they apply.

New Dawn Care Agency Ltd has been in operation since 2nd September 2009. Founded by the late George Bowness and Kim Pilkington, to provide a range of quality care services, aimed at maintaining independence, dignity and respect for people in their own homes.

George was former Chief Exec of a company operating several care homes. Heather Bowness, current Chief Executive became an active member of the management team in March 2020. Heather brings an understanding of what is involved in engaging care workers to provide support for immediate family who live at some distance. Her previous working life was in Human Resources, predominantly in manufacturing and construction; working at senior level for over 20 years. Heather is passionate about providing care support that makes a real difference to the quality of people's lives as well as to providing opportunities for staff to develop within their role and progress to more senior positions.

Remaining independent at home is usually preferable to living in a residential care home; and it's possible for nearly everyone to achieve this with the right kind of support. Often, it's the small things that make a real difference to how someone feels day to day.

Through reliable, quality services, we have become one of the most respected home/domiciliary care providers in our area. We cover Church Stretton, Craven Arms and neighbouring villages up to 6 miles from both town centres; delivering bespoke care packages at competitive rates.

Knowing you've made a real difference in someone's life makes all the hard work worth-while. There's nothing like the feeling of a thank you from the client/their family.

As a business, New Dawn Care Agency is

#### **SAFE**

We are committed to taking all reasonable steps to ensure the health and safety of all our staff and service users; we recognise and discuss any risks and put measures in place to mitigate harm. Our staff are carefully chosen, vetted and fully trained. All are directly employed; we never use agency staff.

**Covid 19 statement - New Dawn Care continues to keep all staff and clients safe, as we have throughout the pandemic. We're close to 90% of our staff vaccinated; and are hugely appreciative of their positive response to the vaccination programme. The majority of our clients are also fully vaccinated. Despite vaccination, all our carers will continue, for the foreseeable future; to wear masks, gloves and aprons at all calls; and put on either goggles or face shields whilst carrying out any personal care. We have a robust testing policy in place as well.**

#### **CARING**

Care is about getting to know the client, their likes/dislikes, engaging in their past life and experiences and from this knowledge developing a rapport that enables recognition of small changes, so you can adapt support. It's also about maintaining dignity and respect. Care is more than a job, it's a vocation.

#### **RESPONSIVE**

Care needs change over time; and as carers get to know each individual and their routines; they are encouraged to report in if a review or change is required. We initiate regular reviews with clients, to ensure our services are still current and effective. We pride ourselves on our responsiveness to clients' changing needs.

#### **EFFECTIVE**

New clients are asked what they want to achieve and how we can support them to achieve these goals. Verbal consent is always obtained prior to delivering personal care and/or medication. All our staff receive a high level of training which exceeds the legal requirements, with 90% of staff at NVQ 2 or higher.

We actively encourage employees to come up with ideas, especially when it comes to Care plans and enhancing clients' quality of life; including ways to make food/meals tempting to them. Colleagues work closely, happily respond to each other's queries and aim to update next carer ahead of their call, especially where a client's needs have changed. Management encourage and, by example, lead a supportive culture.

#### **WELL-LED**

We encourage feedback, whether it is positive or negative, so we can learn from what we do well and where we make mistakes. We pride ourselves on strong local relationships including with doctors, social workers, Mayfair centre; and we participate in Registered Manager forums, sharing best practice and learning from others.

Our aim is to make a positive difference to the quality of life for every individual we support; as well as for our staff to enjoy their work and feel well supported by their management team. You will be an integral part of our business, not just an employee number. We value innovative thinking and actively encourage employees to come up with ideas, especially when it comes to Care Plans and to enhancing clients' quality of life.

*At New Dawn, we do all we can to ensure that how we operate does not passively or actively discriminate against anyone due to their age, disability, gender, state of health, sexuality, race, colour, religion or social class. We also ensure that staff are not discriminated against in development and training as a result of them working unsocial hours.*

<b>Apprenticeship Job Title</b>	Apprentice Care Worker		
<b>Number of positions for this vacancy?</b>	<b>4</b>		
<b>Qualification Title</b>	Level 2 Adult Care	<b>Level</b>	<b>2</b>
<b>How many hours will your candidate be working per week?</b>	<b>30 - 35</b>		
<b>Is the role for set days (eg Mon-Fri) or split shift/rota?</b>	<b>Split shift</b>		
<b>Please state the hourly rate of pay for the role</b>	During the initial weeks of training, an Apprentice with us will be paid £8/hour. As soon as you achieve your Level 2 qualification in Care, you will be paid our normal Carer rates		
<b>How long is the post for?</b> minimum length of stay should ideally be 12-15 months	<b>Min 12 months, potentially permanent</b>		
<b>What is the planned start date for this post?</b>	<b>August 2021</b>		

#### Job Description

##### **Our Apprentices will work with our existing Carers whose Job Function is:**

To make a real difference to service user's lives by providing a Care service, as part of a care team, by getting to know service users, their likes/dislikes, engaging in their past life and experiences and from this knowledge developing a rapport that enables recognition of small changes, so you can adapt support. It's also about maintaining dignity and respect and delivering the quality and continuity of care that each service user requires; in the timeframes to which we are committed and in the professional, caring manner on which we have built our reputation.

We have a reputation for providing high quality standards of professional care within and around Craven Arms/Church Stretton; maintaining this reputation is fundamental to the ongoing success of the company.

##### **Our Apprentices will be supported/accompanied until they can perform the following:**

1. The physical care of service users vary and may include help with mobility, getting to the toilet, washing, dressing and feeding. It's also about promoting independence and encouraging service users to undertake these tasks for themselves wherever possible.
2. Social duties will include talking to and listening with service users helping them to maintain contact with family, friends and the community and assisting with shopping and recreation.

3. Attending to the personal needs of service users including helping them to achieve objectives for themselves in line with agreed care plans.
4. Helping to create a warm and friendly atmosphere within which the service users can be encouraged to develop to their fullest potential.
5. Contribute to discussions on individual care plans for service users and the reporting process by maintaining and updating records as required.
6. Attend mandatory training together with other appropriate training courses as required, including NVQ 2 Care and attend staff meetings as requested by the Manager.
7. Be aware of emergency procedures, report hazards to the Care Manager and respond to emergencies as appropriate.
8. If part of the care plan, care for the personal belongings (excluding cash and valuables) of service users including tidying bedrooms, cupboards/wardrobes, making beds, emptying commodes, washing, cleaning and laundering personal property if necessary; and other light domestic tasks.
9. Administer medication for service users in line with current policy and procedures.
10. Our care teams cover the hours of 7am – 2pm and 4pm – 10pm; 7 days a week, 365 days of the year. Our Carers work anything from two to six hours at a time, depending on their circumstances and the requirements of our clients.

May undertake work on an ad-hoc basis which will fall outside of the job holders core accountabilities but within the job holder's capabilities

<b>Desired Skills</b>	<ul style="list-style-type: none"> <li>• Ability to actively listen and work to understand those who struggle to communicate</li> <li>• Ability to communicate verbally and in writing in an open, accurate and clear way</li> <li>• Demonstrates openness in communications</li> <li>• Demonstrates calmness in challenging situations</li> <li>• Demonstrate ability to treat people with dignity and be respectful of them, their families and environments</li> <li>• Demonstrate how would deal with any potentially challenging behaviours</li> </ul>
<b>Desired Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Demonstrates dedication, commitment and reliability and taking personal responsibility</li> <li>• Has a commitment to learning and development</li> <li>• Willingness to reflect on own practice and how this can be improved</li> </ul>

	<ul style="list-style-type: none"> <li>• Willingness to contribute to new ideas and suggestions for better outcomes</li> <li>• Evidence of energy, enthusiasm and passion for the role and a desire to make a positive difference in clients' lives.</li> <li>• Demonstrates a genuine interest in the company and willingness to commit to our shift patterns</li> </ul>
<b>Desired Qualifications</b>	<ul style="list-style-type: none"> <li>• Full Driving licence</li> <li>• Qualifications as required to commence an Apprenticeship</li> <li>• New starters who are not yet fully Covid vaccinated will be given paid time off to get vaccinated.</li> </ul>
<b>Future Prospects?</b>	<p>Is this post likely to become a full time one for the right applicant after completing their application? What additional training are you able to offer on the job?</p> <p>Yes. We support achievement of Level 3 and we have a proven track record of developing staff as our Deputy manager and both Senior Carers joined us new to Care.</p>
<b>Reality Check (optional)</b>	<p>Does the job have long periods on your feet? Are you rural with poor access to public transport? Will some weekend work be expected? Have a think about what some candidates might find as a barrier.</p> <p>Home Care is hard work, it involves a mixture of 07.00 am starts, 10.00pm finishes and working alternate weekends. Working in client's homes means travelling between calls. The majority of our Carers drive although some of our team who live 'in town' (Church Stretton or Craven Arms) walk between clients.</p> <p>Home Care is not a 9-5 job but the rewards of knowing you've made a real difference in someone's life makes it all worth well.</p> <p>Our recruitment processes are thorough and as a result Carer's stay with us, average length of service is 4 years. Find out what some of our team say about what it's like working for New Dawn Care Agency</p> <p><a href="https://www.newdawncare.com/testimonial/category/staff/">https://www.newdawncare.com/testimonial/category/staff/</a></p>