



## Frequently Asked Questions – Support Worker

We are glad you're interested in working for P4A as a support worker within our service. We understand that choosing a place to work can bring about a lot of questions, we hope that our job description and the following FAQ's helps you in deciding.

<b>Question</b>	<b>Answer</b>
Who will I be supporting?	<p>Personalised 4 Autism supports individuals across the autism spectrum with a wide range of needs. From day-to-day task, personal care, taking medication, accessing the community, or seeking employment. We support individuals of all ages but most of our service users are young adults.</p> <p>Wherever possible we will endeavour to match skills and interests to the people we support.</p>
When would I be required to work?	<p>Permanent day staff will be recruited at variable ours depending on the role applied for. Typically, full time hours are 37.5 hours a week with part time hours being a minimum of 16 hours.</p> <p>The rota is developed and changed due to the needs of the people we support between the hours 7 am till 10pm with alternate weekend working.</p> <p>Full time night staff will be recruited to work 35 hours over the course of a week. The rota is developed and changed due to the needs of the people we support between the hours 10pm till 8am. All staff will have their rota usually 4 weeks before the commencing dates.</p> <p>Bank staff do not have any guaranteed working hours and available shifts are offered to all and given on a first come bases.</p> <p>There are also “sleep in” and overtime opportunities as required.</p>
Will there be support when I am on shift?	<p>Currently all our contracts are to support on a one-to-one basis. Initially you will have several shadow shifts with an existing member of staff after this you will be lone working within a person’s home or out in the community. During your shift we have an on-call system in place which is available at any time.</p> <p>In addition, all staff will be allocated a line manager which will hold support and supervision meetings on a regular basis to review how you are progressing and any support you need. There will also be team meetings to discuss the services and their developments.</p>
What development opportunities are there?	<p>Personalised 4 Autism want to ensure that the team is trained to deliver a service to the highest standards. As part of your induction, you will find out more about the company and who we are supporting. You will also be introduced to the people you are going to support with an existing staff member for coaching.</p> <p>From there on you will have access to extensive online training and relevant sessions related to care and support. There is a mandatory training list which you must complete, and then additional training you can choose to access.</p> <p>For some of the individuals we support you may need additional training to support a specific need. This will be discussed as and when needed.</p> <p>We also have development opportunities for staff to complete the NVQ in health and social care to progress you career.</p>
Will I need to	In order to provide the support, you may need to transport individuals to



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use my own vehicle?	activities and back home as well as traveling between locations using your own vehicle, which will mean you will require to have business insurance in place. The mileage allowance is paid at 0.45p per mile. <i>This is dependent on the position you have applied for.</i>
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What is the rate of pay?	<p>Our Support Worker rate of pay is variable depending on qualifications, position held and length of service the range is from £6.56 - £9.10. All working hours including evenings, weekends and bank holidays are paid at this rate.</p> <p>Competitive rates for “Sleep-ins” are paid per sleep-in and the hours are from 10pm till 8am.</p> <p>All rates of pay will be subject to national insurance, tax and pension contributions as applicable.</p>
What holiday entitlement is there?	<p>Personalised 4 Autism holiday year runs from April to March.</p> <p>Full time holiday entitlement is calculated at 28 days per year inclusive of 8 bank holidays per annum. Part time holiday entitlement is based on the equivalent of the above.</p> <p>Bank staff have their holidays calculated each month based on the total number of hours worked.</p>
What other benefits do you offer?	<p>All permanent members of staff will have access to several additional benefits such as</p> <ul style="list-style-type: none"> <li>✓ Perk's platform providing a host of discounts from high street and online retailers to help you save money.</li> <li>✓ Cycle to work scheme in place to keep our staff fit and healthy</li> <li>✓ Quarterly impact awards to nominated by your colleagues to recognise your contributions</li> <li>✓ Recommend a friend to join us scheme in place to recognise your recommendation</li> <li>✓ Opportunity to complete related qualifications to help develop your career</li> </ul>

We currently support over 30 individuals and are continuing to grow with new locations and clients always being referred to us. This is thanks to our current workforce of around 40 skilled people delivering a high level of service.

We hope you are still interested in joining our team of support workers, if after reading this you would like to know any more then please get in touch.

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