



Join our team

Information and Support Officer (Learning Disabilities and Vulnerable Adults)

About Us

Bromley Mencap is an independent, award-winning charity working with and on behalf of disabled people, their families and carers, based in the London Borough of Bromley.

We were set up as a learning disability organisation in 1951 by a group of parents with children who had learning disabilities. We started to campaign at local level and later began to provide services. In 2010 we joined together with Bromley Scope and changed our objectives to become a pan-disability organisation and opened up our services to all disabled people and impairments.

Bromley Mencap is a user-led organisation, meeting the needs of over 1,500 members. We run a wide range of services for disabled people of all ages, carers and families leading to independent living opportunities and improved life chances. We campaign and provide representation to ensure the views of disabled people are heard and taken on board.

Bromley Well

Bromley Mencap works in partnership to deliver Bromley Well, a service commissioned by Bromley Council and and South East London Integrated Care Systems (ICS) to help people living in Bromley

borough to improve and maintain their health and wellbeing.

Bromley Well services are delivered by Bromley Third Sector Enterprise (BTSE), a charity which brings together leading local voluntary sector organisations with many years of expertise to provide a range of services for local people:

- Age UK Bromley & Greenwich
- Bromley, Lewisham and Greenwich Mind
- Bromley Mencap
- Citizens Advice Bromley

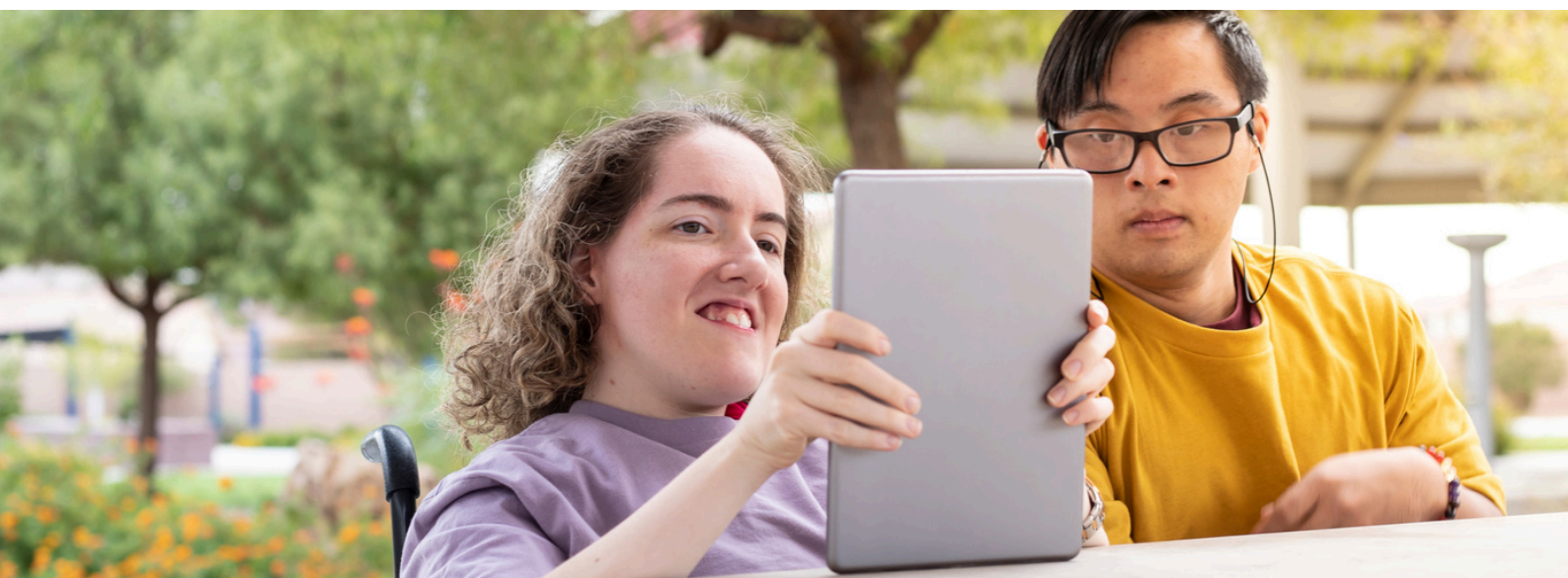
You'll be joining a large, diverse and skilled workforce of both professionals and volunteers working to provide holistic health and wellbeing services to local residents. Bromley Well includes services which support: older people; young and adult carers; people with learning and physical disabilities; people with long-term health conditions and people with mental health issues. We also provide an Information Legal Advice and Guidance Service and support people to find volunteering roles, training and paid employment.

Our Vision

For disabled people to have improved life chances, independent living opportunities and not be discriminated against.

Our Mission

Providing services, support and information to disabled people, their families, dependants and carers leading to independent living opportunities / improved life chances and challenging discrimination through campaigning, lobbying and promoting user representation.





Our Values

At the heart of Bromley Mencap's work, our core values are:

- We respect each other, celebrate our diversity and are inclusive of everyone.
- We are innovative and try new things, seeking out opportunities to deliver better outcomes for disabled people and their families and carers
- We are a user-led organisation and actively involve our clients in our work and decision making, both in relation to the services they use and our future strategic direction
- We strive to provide high quality, individualised services, and activities, providing value for money outcomes
- We invest in our staff and volunteers, supporting them to develop their roles and capacity



Information and Support Officer (Learning Disabilities and Vulnerable Adults)

Salary: £28,840 + 3% pension

Hours: 37.5 hours per week

Contract: Permanent

Location: Rutland House, 44 Masons Hill, Bromley, BR2 9RG, and you will also need to work at locations around the borough

The Service:

The service facilitates peer support and deliver monthly workshops and drop-ins. The service will provide first-class, person centred information, advice and guidance to people with learning disabilities through both one-to-one and group support.

The Role:

You will provide relevant and accurate information, support, guidance and signposting including both one-to-one and group support for people with complex issues. Support will be flexibly based operating out of a central Bromley office but delivered at various venues across the borough. You will act in a key working capacity where necessary, ensuring services are joined up and holistic, provide advocacy and attend case management meetings as required.

Requirements:

Reporting to the Adult Support Services Manager here are some of the skills that will make you stand out:

- Able to research and provide information about community services
- Excellent communication skills with all groups, particularly with people with a learning disability
- A good understanding of the social care and health system
- Able to travel around the borough independently, preferably by car

Closing date for applications: 12.00pm on Friday 10th May

Interview date: Wednesday 15th May

Job Description

Purpose of the Job

To provide relevant and accurate information, support, guidance and signposting in an accessible format where necessary. The specialist worker will provide both one-to-one and group support for people with complex issues. Support will be flexibly based operating out of a central Bromley office but delivered at various, accessible locations, including support sessions in Mottingham, Orpington and Bromley North. The worker will act in a key working capacity where necessary, ensuring services are joined up and holistic, provide advocacy and attend case management meetings as required.

Responsibilities of the role

- Provide information in appropriate formats, such as easy read as required. Provide support and advocacy on a range of disability related issues
- Provide emotional support through telephone, face to face support and home visits where necessary
- Maintain an accurate record of all enquiries on our comprehensive database and provide reports as required
- Ensure all referrals are acknowledged within two working days and responded to within five working days
- Design and facilitate an annual programme of 12 workshops with a focus on key life skills that will support independence through training in the use of equipment and technologies. Sessions will explore support in the community for health and social care needs, healthy lifestyles, addressing loneliness, debt and money management and support in social skills and help in building up circles of social support for learning disabled people
- Support a team of 4 volunteers who will regularly contact people with learning disabilities who may fall into isolation. The volunteers will check on physical health and wellbeing and provide information on health-related services as well as support to improve individual's wellbeing
- Support weekly drop-in for people which will operate alternatively on an evening and a weekend for people unable to attend for support during the working week
- Attend local events and forums to represent people with learning disabilities and support them to have their views heard

- Assist people with learning disabilities in planning for the future using emergency cards. Involve Carers in planning for the future where applicable and preferred.
- Offer one to one support in planning for the future, helping individuals to create person centred plans
- Contribute to a newsletter for people with learning disabilities every 2 months
- Work independently with appropriate induction and supervision
- Undertake any other tasks that might reasonably be expected
- Keep accurate records for monitoring, funders, and other purposes, both manual and computerised
- Carry out research or admin resulting from specific enquiries, as directed

General

- Work within Bromley Mencap's Business Plan when considering the strategic direction of service provision
- Ensure that service delivery, development and training is underpinned by equal opportunities and anti-discriminatory practice
- Ensure that Safeguarding awareness and procedures are embedded throughout the service
- Undertake necessary administrative tasks associated with the job, including own correspondence and reports
- Keep abreast of relevant legislation both national and local. Maintain regular contact with other agencies in the field
- Represent Bromley Mencap on groups and forums as agreed
- Provide regular reports as required, including reports to the Children and Adults Services Sub-committee and funders
- Prioritise own areas of work and meet agreed deadlines and targets
- Work flexibly within the broad remit of the post

Training and Support

- You will receive an induction to Bromley Mencap and to your job
- You will have a line manager and receive regular supervision
- You will be provided with training to enable you to do your job effectively

Person Specification

Essential

- Excellent communication skills with all groups
- An understanding of the importance safeguarding procedures
- Ability to travel independently throughout the borough to provide support at satellite bases and home visits, preferably by car.
- An ability to research and provide information about community services; assistive technology and to maintain links with these facilities and services
- A good understanding of the social care and welfare benefits system
- Be computer literate and able to manage a database as well as having good general office skills
- Professional attitude
- Experience of representing people's views
- A proven ability to work independently
- To be able to work within our equal opportunities policy

Desirable

- Professional or personal experience of working with disabled and/or vulnerable people
- Ability to develop and deliver clear presentations to groups of people, varying from people with learning disabilities and their families to senior local authority staff
- An ability to create action plans for the future and for emergencies using a person-centred approach.
- Experience of researching and producing articles for newsletters
- Knowledge of easy read and other forms of accessible communication.
- An understanding of the role of advocates and volunteers
- An understanding of the Care Act 2014

How to apply

Please complete our application form that can be found on our website here: <https://www.bromleymencap.org.uk/work-with-us/jobs-at-bromley-mencap/>

Guidance Notes

Please read these guidance notes in full before completing the application form.

Introduction

The application form is of central importance in the selection process as it is the only document we use, together with any information provided on a separate sheet, to decide whether or not to shortlist applicants for interview. It is essential therefore that you take time to read the questions and complete the form accurately and completely. Please note that this applies to both external and internal candidates.

Read the person specification, job description, advertisement and any supporting information carefully and relate your skills, knowledge, experience, personal qualities and qualifications of the duties of the post as fully as possible.

The person specification outlines the essential requirements applicants must meet in order to be selected for interview and subsequent appointment. It is of the utmost importance that in your application you address the essential and desirable criteria contained in the person specification providing evidence based on paid and/or voluntary work or other activities.

All candidates are required to complete the Bromley Mencap application form in full. Please note that CVs are not accepted.

Please complete all sections of the form clearly in black ink or typescript as the forms will be photocopied.

Guidance notes continued

Bromley Mencap has been awarded the DWP Disability Confident status, which recognises our commitment to good practice in the recruitment and employment of disabled people. We will interview all applicants with a disability who meet the minimum criteria for a job vacancy and consider them on abilities.

If you have a disability and meet the criteria for this vacancy, please make sure to tick the box in Section 7 on the application form for an interview under the Disability Confident commitment

If you have any problems completing your application form, please contact 020 8466 0790 who will be happy to assist. We can also make arrangements on request to meet any reasonable adjustments you may have with regard to completing the form and/or attending for interview.

Employment History

Please ensure that you include all relevant experience that you have gained. This may include part-time work, voluntary and holiday work. Please start with your current or most recent job first.

Education

Starting with your secondary school/age 11 onwards you should include the names of all educational establishments where you have studied and list all the examinations taken along with the dates and the results. Overseas degrees, diplomas and other qualifications, which are comparable with UK qualifications, will be accepted as equivalents.

Additional qualifications/membership of professional bodies

Please list full details of any vocational qualifications you have attained e.g. National Vocational Qualifications, City and Guilds and any professional qualifications you have gained e.g. DSS, CIM, CIPD along with the dates taken and the results. Overseas degrees, diplomas and other qualifications, which are comparable with UK qualifications, will be accepted as equivalents.

Guidance notes continued

Training courses attended

Please list details of any training courses and workshops you have attended that have relevance to the position for which you are applying.

General experience

Please use this section to tell us how you meet the requirements set out in the person specification. If you believe you have the necessary experience, skills, qualities, knowledge and qualifications, make sure you tell us here. This experience may have been gained through paid or voluntary work, home or community activities etc.

Give specific examples of how you meet the criteria in the person specification. You may use up to two additional sheets of A4 if required and this must be attached to the application form with your name clearly shown at the top.

Please explain why you have applied for the post and provide details of any information that supports this.

References

Please provide details of two people who can act as referees on your behalf. These should usually be your present or last employer and your penultimate employer. If this is not possible, for example because you have recently left full-time education or have been unemployed for some time, you should provide the details of someone else who can comment on your suitability for the job. You should always state in what capacity they are known to you (e.g. employer for voluntary work, employer for vacation work, person of standing in the local community etc). References will be taken up before an offer of employment has been made.

Criminal Convictions

Bromley Mencap has a commitment to safeguarding and protecting children, young people and vulnerable adults. All applicants who are offered employment in eligible posts will be subjected to an Enhanced DBS check from the Disclosure & Barring Service before the appointment is confirmed. Applicants applying for roles eligible for a DBS check must provide details of any unspent convictions, cautions, reprimands or warnings received.

Guidance notes continued

Declaration

You must sign and date this form in order for your application to be considered.

Equality Monitoring Form

Please ensure that you also complete and return the equality monitoring form. We have followed agreed guidelines in the descriptions used for ethnic origin. However if you do not feel comfortable with any of these, please feel free to create your own description. The information on this form is not available to the selection panel and as soon as the information has been included anonymously on a global monitoring sheet for that vacancy, your individual form will be destroyed.

We look forward to receiving your completed application.

Please contact us should you have any further queries by emailing enquiries@bromleymencap.org or telephoning 020 8466 0790.

Good Luck!

