**Charlie Ratchford Court Wellbeing Nighttime Worker**

**The Values of the Service**

Deliver with the people of Camden- Co-production- working alongside people to make sure that the service being provided is what they want and need. That the voice of the people of Camden is heard and acted upon at an individual and collective level.

Be accountable to your team- Doing what you say you are going to and holding each other accountable to each other  actions and attitudes. Supporting each other to be at their best.

Take Personal Responsibility -To be personally responsible and respond to the needs of the service. Not to pass the buck.

Take pride in getting it right-   To feel proud of the work that we do and striving to exceed expectations

Work with people to find ways that are better for them- To generously share your resources, talents and skills as a way of serving others. To find empathetic ways to support people to achieve positive outcomes.

The team at Charlie Ratchford Court will do whatever it takes to support people to live well at home and be part of their community. We will challenge the loneliness, boredom and helplessness that many older people experience, and support people to feel connected, to contribute, be active and have purpose, their own way. At Charlie Ratchford Court we will use head, heart and hands to support people and bring our values to life.

If you have never done care work before – we will provide you with all of the training and support you need. If you have not done care work before, you might want to look at this to check whether it is for you http://www.aquestionofcare.org.uk/instructions-page

If you have done care work before – we will provide you with all the training and support you need to work differently, as the Wellbeing Workers role is not the same as traditional care. If you have done care before you might want to look at this link that summarises the difference between traditional care and self-organising Wellbeing Teams https://youtu.be/w5q4lYV7GaY

At Charlie Ratchford we will work in shifts, with some flexibility which will be determined by the team. The working week is 36 hours and will include participating in a productive 2 hour team meeting and development session each week.

**What we ask of you: what would you actually do as a Wellbeing Worker?**

**In the context of supporting people overnight**

1. **Develop great relationship**s with people using our services and colleagues,

treating everyone with respect, kindness and generosity.

2. **Provide practical support** to help people live well at home, in the way that the person wants. This will include help with personal care (for example getting in and out of bed, washing, bathing, dressing), support with taking medication, Facilitating people to have a good night’s rest, while respecting some people choose to keep different waking hours. Whatever the person needs, when they need it, in the way they want it. The timing of support is decided with the person.

3. **Be part of a self-organised team.** This means working together, taking

different roles, and creatively solving problems together. You will provide support and cover for each other, give each other feedback and celebrate successes as well. You will have a Buddy, and be supporting with coaching too.

4. **Manage your time well,** and use it in the best way to support people to

achieve their outcomes. You have the autonomy and authority to organise your time to do this with your team, the team sets their own rotas and will include participating in daytime meetings when required.

5. **Bring your whole self to work** – your talents, interests, and passions. We will support you to pay attention to your wellbeing, as well as the wellbeing of your team and the people you support.

6. **Collaborate** with the person’s family, friends, and Community Circles, as well

as any colleagues from health and social care, to make sure that our work is co-ordinated and effective.

7. **Keep all information up to date** – the people you support, and your teams.

8. **Provide safe, person-centred, compassionate care** and work within the

team agreements and how Wellbeing Teams work, these are all described in your handbook.

9. **Be respectful of people's homes and possessions,** and any equipment.

10. **Keep learning and developing individually and as a team** so we can keep

improving how we work and flourish together.

**What we promise**

1. You will be part of a team that makes the decisions that matter together

2. You will develop through feedback and recognition from colleagues and coaches

3. You will have a balance of structure and the space to be creative

4. You will feel like you belong and be connected to your team.

5. You will be inspired to bring your whole self to work.

6. You will be supported to focus on your own wellbeing.

7. You will have a range of opportunities to advance your career

8. You will be supported to develop your strengths, to learn and to flourish

9. You will see the impact and difference you make by working with purpose

10. You will be part of changing the future of care

**Time for a short animate?**

Here are 8 ways that a self-managed team works: https://youtu.be/w5q4lYV7GaY