

Support Horizons

Why Choose Support Work as a Career?



Our Support Workers tell us that they have a flexible, rewarding and challenging career with variety and interest. Support Horizons aims to raise the profile of this excellent career choice and remove the barriers to becoming a Support Worker.

Our Support Workers get enormous satisfaction by working with, supporting and spending time with their customers caring for them in their homes, taking them out, helping them with daily tasks, promoting their independence and enabling them to lead satisfying and meaningful lives.

Support Horizons is not for profit social enterprise run by its members (customers and staff) and for the benefit of its members. We deliver care in the home and domiciliary care services in the Wokingham, Reading and Bracknell areas. We focus on high quality care and not the short-stop in-and-out service provision of many care providers and we are really proud of our recent CQC Good rating and our 'social benefit' roots, enabling vulnerable adults old and young to live effective and meaningful lives in the community.



Overall Good Read overall summary	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

If you can answer YES to ALL of the questions below and want to truly make a difference then a career in Support Work at Support Horizons could be for you! :-

- ✓ Do you fundamentally enjoy caring for and working with people?
- ✓ Are you an honest, reliable and a good communicator?
- ✓ Can you cook a simple meal, help around the house, provide personal care (help someone wash) and be a good companion?
- ✓ Do you require a flexible or full-time role that could be full-time, part-time or just evenings, weekends, school holidays or term time only?
 - As long as you can commit to a minimum guaranteed availability of 16 hours or more a week then we should be able to accommodate your needs!
- ✓ Are you 18 years old or over?
- ✓ Do you have access to your own car and a full driving licence?
 - To travel to and between customers' homes / domiciliary care homes?
 - N.B. Travel expenses are paid
- ✓ Would you pass a DBS (criminal records) check?

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- ✓ Are you legally able to work in the UK?
- ✓ Is your written and spoken English good enough to communicate, read and follow a Support Plan, update client details, read and respond to emails, texts and phone calls?
- ✓ Are you happy to attend training and develop your skills to more advanced levels?

The Support Horizons difference. Support Horizons aims to reduce the barriers to entering a Support Worker career by applying the following: -

- ✓ Enhanced induction to introduce you smoothly and effectively into the role.
- ✓ Regular comprehensive supervision and coaching from a more experienced member of staff.
- ✓ Access to a 24x7 on call rota for advice and escalation of issues.
- ✓ Access to our comprehensive in-house training facilities.
 - For example our in-house face-to-face Care Certificate training steps you through the mandatory training and observation requirements in a nurturing and effective manner (we don't just point you at some online training and let you get on with it)
- ✓ Close matching between Support Workers skills/competence and customer requirements with comprehensive grading so that new Support Workers are not 'thrown in at the deep end' but are able to develop their confidence over time.
- ✓ Superb career development opportunities from trainee, worker, senior, team leader, assistant manager and manager. Even our service manager is a former support worker.
- ✓ Performance related pay that rewards ability not just time served, so high quality workers will progress quickly.
- ✓ Fixed contracts that guarantee an agreed minimum hours per week
 - This helps with knowing your income and getting a mortgage etc.



Support Worker packages include the following: -

- ✓ Hourly pay from £8.50 per hour (£15,470 per annum)
- ✓ 28 days paid leave, including Public Holidays
- ✓ Free training, supervision and coaching
- ✓ 45p per mile travel expenses when using own car