



# EXTRA HANDS

Providers of Care in Norfolk

Units 13 & 14  
Heacham Hall Industrial Units  
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Heacham  
King's Lynn  
Norfolk  
PE31 7JT

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E-mail : [contact@extrahands.net](mailto:contact@extrahands.net)

Thank you for enquiring about a position with Extra Hands. We are pleased to enclose an application form and job description.

We would like to advise that to apply for one of our positions, care experience is desirable but not essential as we provide full training and offer career progression through the company.

Please feel free to contact us should you have any questions or need assistance with completing this form.

We look forward to hearing from you soon.

Yours Sincerely,

Mrs J Tier  
Director of Care Services





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### How to Apply:

If you would like to apply for a position with Extra Hands, you will need to complete an application form. Completing the application form is the first stage of the selection process.

The information you provide will be used to decide whether or not you will be short listed for further stages / an interview. It is therefore very important that you complete your application form accurately and as fully as possible, including all the information you think is relevant.

The Job Description contains the main details of the tasks and responsibilities of the post.

The Person Specification lists the criteria that applicants are required to demonstrate in order to be successful in undertaking the role. These are listed in terms of qualifications, experience, skills & knowledge and personal qualities and will be used in the short listing process and to form the basis for questions asked at interview.

#### **Eligibility to work**

For all posts, we are legally obliged to confirm that the applicant is eligible to work in the UK before they start working for us. When you apply for positions it is important that you are aware of your eligibility status as government restrictions apply to the employment of migrant workers.

#### **Retention of Records**

General enquiry information will be held securely and confidentially, and destroyed after the current year.

All application forms of unsuccessful applicants will be retained on file securely and confidentially, and destroyed after six months (Data Protection Policy available from our Head Office).

#### **Interview Process**

If you are invited to attend an interview you will be required to provide evidence of identity, from the following examples:

- Passport and / or UK driving licence (photo card).
- A UK birth certificate.
- EU photo identity card.
- A utility bill or bank / building society statement showing your names and home address (less than three months old).
- Documentation confirming your National Insurance Number (P45, P60 or National Insurance Card).



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### How to Apply:

#### Completing your application form

- Please read through all information provided before completing your application form.
- We require you to fully complete the application form, you can attach a CV to support but not in place of the application form.
- Complete all sections, do not leave any blanks, enter N / A if not applicable.
- Continue on a separate sheet if you require more space to complete a section.

#### Employment History

Within the application form you will be asked your employment history, we require a full history, from the age of first employment. Please provide a written explanation for any gaps in employment.

#### References

All offers of employment are subject to the receipt of a minimum of two satisfactory written and verbal references.

One of your references must be from your current or most recent employer, if your current / most recent employment does / did not involve working in the care sector, then the second referee should be from the employer with whom you most recently worked in care (this may not apply to administrative roles).

**Neither referee should be a relative or someone known to you solely as a friend.**

Short listed applicants are advised that references will be taken up prior to interview, and can specify on the application form if these can be approached at this time. **Please note, unless you ask us not to we will assume it is acceptable to contact your referees at any time.**

#### Submitting your application form

Application forms can be posted to your local office:

Extra Hands Head Office  
Units 13/14  
Heacham Hall Ind Units  
Hall Close  
Heacham  
PE31 7JT

Extra Hands Broadland Office  
Unit A10  
Abbeyfarm Commercial Park  
Southwell Road  
Horsham St Faith  
NR10 3JU

Or completed online at: <https://extrahandshomecarenorfolk.co.uk/recruitment/applications>

**All applicants will receive a response from Extra Hands when their application form is received. If you do not hear from us after 7 days, please contact us.**



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### **Providers of Care in Norfolk**



Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the position they are applying for, or are currently undertaking, is listed as an exception under the act. The work for which you are applying involves substantial opportunity for access to children and/or vulnerable adults. You are required to declare any convictions and cautions that would fall under the rules of this act.

The information you give should be supplied in a sealed envelope clearly marked 'Strictly Private and Confidential' and be addressed to Mrs J Tier, Director of Care Services. This information will be treated in the strictest confidence and will only be taken into account in relation to the position applied for.

We are also entitled, under arrangements introduced for the protection of children and vulnerable adults, to carry out an enhanced DBS check of the successful applicant. The original must be shown to us prior to commencement of employment. Information received from this check will be kept in strict confidence. We comply fully to the DBS Codes of Practice and a copy is available upon your request.

The disclosure of a criminal record, or other information, will not debar you from appointment unless the selection panel considers that the conviction renders you unsuitable for appointment. In making this decision we will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant, including appropriate considerations in relation to our published Equal Opportunities Policy.

Failure to declare a conviction, caution or bind-over may, however, disqualify you from appointment, or result in summary dismissal if the discrepancy comes to light.

If you would like to discuss what effect any conviction you might have on your application, you may telephone (Mrs J Tier, Director of Care Services on 01603 898 623) in confidence, for advice.



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### DISCLOSURE AND CRIMINAL CONVICTIONS: RECRUITMENT OF EX-OFFENDERS POLICY

As an organisation using the Disclosure and Barring Service (DBS) to assess applicants' suitability for positions of trust, Extra Hands of Heacham Ltd. complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

Extra Hands of Heacham Ltd. is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.

A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.

Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential cover, to Joanne Tier, Director of Care Services at Extra Hands and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

Unless the nature of the position allows Extra Hands of Heacham Ltd. to ask questions about your entire criminal record, we only ask about 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.

We ensure that all those in Extra Hands of Heacham Ltd. who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position and will complete a full risk assessment before withdrawing a conditional offer of employment.



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### Job Description: Social Carer

#### 1) Purpose and Scope

- To provide support and practical help to Service User to enable them to maintain their independence within their own environments.
- To work alongside colleague, other agencies and Health Care Professionals to achieve a high standard in delivery of service whilst promoting dignity and respect in meeting the individuals needs.

#### 2) Organisational Relationships

- Responsible to to the Board of Directors.

#### 3) Principal Duties and Responsibilities

- To encourage Service Users to maintain maximum independence taking into account their emotional and physical conditions.
- To communicate with our Service Users, their relatives, friends or other professional people to maximise their well being.
- To assist our Service Users with getting up, putting to bed, dressing/undressing, changing, washing, bathing, showering, bed bathing, oral hygiene, hair care and shaving which could include Manual Handling, hoisting and transferring Service Users.
- To assist our Service Users with feeding (including preparation of meals).
- To assist the service user / Carer to administer prescribed drugs within an individual framework agreed with the purchaser's representative.
- Toileting / emptying commodes / catheter care
- To assist or undertake general housework in order to keep the house clean and tidy for the Service User.
- To assist with or undertake washing, drying, mending, ironing and storage of clothing and household linen.
- To assist with or undertake the care of children and, if necessary, to prepare them for school.
- If required, to light coal fires, clear grates and refill coal buckets.
- To provide general support to the service user, liaising with other services as necessary.
- To share in the service users social activities, including talking to service user, helping in attempts to make and maintain contact with family, friends and the community and assist with shopping and Recreation.
- To identify changes on our Service Users condition both physically and mentally and report these to the appropriate personnel.
- To attend training, meetings and supervisory sessions as required.
- To be responsible for maintaining and improving your own knowledge and skills through experience & training.
- To ensure, as far as is reasonably practical, observance of and adherence to the provisions of the Health & Safety at Work Act 1974/1993, Manual Handling Operations Regulations 1992 & Equality Act 2010.
- To comply with all Policies and Procedures.
- To perform such other duties, of a like nature, as may from time to time be required by the Extra Hands Directors.

#### 4) Wages (from 01/03/2021):

- Hourly rate of £10.60 per hour, plus £9.60 per hour travel time reimbursement is paid.
- Bank Holiday Rate of £11.50 per contact hour. Christmas Day - £21.20 per contact hour.
- Mileage is paid at 25p per mile between Service Users.
- 5.6 weeks holiday entitlement per year.
- Guaranteed hours agreed at interview.
- Induction Training Rate - National Minimum Wage.



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### Person Specification: 'Social Carer'

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<p>Good General Education.</p> <p>Willingness to obtain NVQ II in care or equivalent.</p> <p>Willingness to attend and undertake required training including updates.</p>	<p>NVQ Level II or above in Care.</p>
<b>Experience</b>	<p>No experience necessary.</p>	<p>Previous care experience in Social or Health Care Services.</p>
<b>Skills and Knowledge</b>	<p>Car Driver</p> <p>To communicate with Service Users and colleagues clearly and appropriately.</p> <p>To record information accurately and legibly.</p> <p>To follow instruction from written care plan in Service Users home.</p> <p>To confidently complete all tasks as identified in the job description.</p> <p>To work without supervision and use own initiative.</p> <p>To be able to react in an emergency, if Required.</p> <p>To maintain professional working relationships.</p> <p>To monitor, evaluate and report.</p>	
<b>Personal Qualities</b>	<p>Ability to work within a team.</p> <p>Good interpersonal skills.</p> <p>Good Communication skills.</p> <p>Be honest, trustworthy and of good character.</p>	
<b>Other Factors</b>	<p>Own telephone.</p> <p>Ability to be flexible in working hours subject to negotiation.</p>	





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## **APPLICATION FORM**

Please complete this application form in blue or black ink.  
A separate continuation sheet can be completed and attached to this form if required.

Position applied for:  Range of Hours requested:	Have you previously been employed by Extra Hands or applied for a position before:    YES / NO  Please give details:
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### Personal Details:

Title (Mr/Mrs/Miss/Ms/other):  First Name(s):  Surname:	Address:  Postcode:  Tel No:  Mobile No:  Email:
National Insurance No:	

### General Information:

Do you hold a full driving licence?    YES / NO

Have you any penalty points?

Do you have the use of a car at all times (if applicable)?    YES / NO

How much notice would you have to give to leave your present job?

Where did you see the post you are applying for advertised?

## Caring Experience:

Please give details of any experience you have of caring (including family and neighbours, etc):

Please state any training, both general and specific techniques, you have in caring (e.g. Moving and bathing, etc.)

What personal qualities do you feel you have to offer for this position?

Please state the date you were first employed in Social Care (if applicable):

Experience of:	YES / NO	Number of years	Details of how experience gained
Dementia	YES / NO		
Parkinson's	YES / NO		
MS	YES / NO		
Cancer	YES / NO		
Stroke	YES / NO		
Motor Neuron	YES / NO		
Young People	YES / NO		
AIDS / HIV / Infectious Diseases	YES / NO		
Learning Disabilities	YES / NO		
Mental Illness	YES / NO		
Blind / Deaf	YES / NO		
Other (please give details)	YES / NO		

**Current or most recent Employment:**

Please give responsibility details of previous and current employment (if you are unable to supply at least a minimum of 3 years employment history, please give a brief explanation of the reasons why):

**Employment Details :**

Please start with your current employer or most recent details, explaining any gaps in employment.  
We require your **full** employment history below. Please continue on a separate sheet if necessary

<b>From</b>	<b>To</b>	<b>Employer's Name &amp; Address</b>	<b>Post held &amp; brief details</b>	<b>Reason for leaving</b>

**Criminal Convictions:**

Do you have: any criminal cautions / convictions?  
YES / NO

If Yes, please refer to additional guidance enclosed.

Would you have any objections to Extra Hands carrying out a police check?

**References:**

Please supply the name and address of two referees plus their telephone numbers. One referee should be your most recent employer. If you have worked in the care industry before and can supply a referee please provide their details. References will be taken up prior to the interview.

**Reference One:**  
Name:  
  
Position:  
  
Address:  
  
  
  
Tel No:  
  
Email:  
  
Can we approach prior to interview? YES / NO

**Reference Two:**  
Name:  
  
Position:  
  
Address:  
  
  
  
Tel No:  
  
Email:  
  
Can we approach prior to interview? YES / NO

**Signature:**

I confirm that the information I have given is, to the best of my knowledge, true and complete and can be treated as part of my subsequent contract of employment.

I agree that the information given on this form may be used for the registered purposes under the General Data Protection Regulations.

Signature: ..... Dated: .....

Name: .....



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### REFERENCE CHECKING CONSENT AND AUTHORISATION FORM

#### IN CONFIDENCE

Please read the information on this form carefully and completely.

I have applied for employment with Extra Hands of Heacham and have provided information about my previous employment. I authorise Extra Hands of Heacham to conduct a reference check with my present and / or previous employer (s).

I understand that reference information may include, but not be limited to, verbal and written inquiries or information about my employment performance, professional demeanour, rehire potential, Dates of employment, salary and employment history.

My signature below authorises my former or current employers and references to release information regarding my employment record with their organisations and to provide any additional information that may be necessary for my application for employment to Extra Hands of Heacham, whether the information is positive or negative.

I knowingly and voluntarily release all former and current employers, references, and Extra Hands of Heacham from any and all liability arising from their giving or receiving information about my employment history, my qualifications, and my suitability for employment with Extra Hands of Heacham.

This form may be photocopied or reproduced as email / fax, and these copies will be as effective as a release or consent as the original which I sign.

#### Declaration:

Name: .....

Signature: ..... Dated: .....

DOB: .....

Mobile: ..... Alternate Phone: .....





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### EQUAL OPPORTUNITIES MONITORING FORM - IN CONFIDENCE

Please complete this equal opportunities monitoring form. This form will be used to gather information about the social care workforce in conjunction with the National Minimum Data Set. All information supplied will be held confidentially and will not be used with the recruitment process including any short listing.

#### Please print

1) Application for the post of: .....

2) Name (surname and forename(s) in full): .....

.....

3) Title (e.g. Mr/Ms/Dr): .....

4) Male / Female: .....

5) Date of Birth: ..... 6) Age: .....

7) National Insurance Number: .....

8) I would describe my ethnic origin as:

White	
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Black Caribbean	
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Black African	
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Black Other	
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Indian	
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Pakistani	
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Bangladeshi	
-------------	--

Chinese	
---------	--

Other Ethnic Group	
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Decline to Give	
-----------------	--

9) Country of birth: .....

10) Date of arrival in UK (if applicable): .....

11) Nationality: .....

12) Year first employed in Social Care: .....

13) What was your employment status and role prior to this position: .....

14) Is the post you have applied for: FULL / PART (please delete as applicable).