



# Merseycare Julie Ann Application & Information Pack



Merseycare Julie Ann Ltd,  
306 Aigburth Road,  
Aigburth,  
Liverpool,  
L17 9PW.

Dear Sir/Madam,

Thank you for your interest in a career in Health and Social Care.

Further to your enquiry for the recently advertised carer vacancies, I have pleasure in enclosing the following:

- New Applicant information sheet
- Job Description
- CRB Information Sheet
- Recruitment policy in relation to people with a criminal record
- Application Form \*
- Area Availability Form \*
- Equal Opportunities Monitoring Form \*

Please ensure that you read the guidance notes carefully and complete all sections of the application form....

Then return paperwork marked with an (\*), making sure there is sufficient postage, to:-

***Training & Recruitment  
Merseycare Julie Ann  
306 Aigburth Road  
Aigburth  
Liverpool  
L17 9PW***

We will respond to your application and let you know whether you will be offered an interview within 2 weeks of receiving your completed application form. If you do not receive a reply within 2 weeks of submitting your application, please contact us to ensure we have received your documents successfully.

After attending the interview the application process will take approximately three weeks.

A CRB Disclosure will be required in the event of a successful application and that having a criminal record will not necessarily be a bar to obtaining a position. More details on this can be found in the Application pack.

We understand how stressful it is waiting to hear from a prospective employer, so please contact us if you have any queries or comments and we will be happy to help.

I look forward to hearing from you soon... **Good Luck!**

Yours faithfully,  
*Brenda Moon*  
Recruitment Manager



## New Applicant Information Sheet

### The Company:

Merseycare Julie Ann is one of the five providers working with the Liverpool City Council in the provision of Home Care to people living in their own homes in the community. We currently provide around 7500 visits per week to the people of Liverpool.

### The company's Registered Liverpool Office is located at:

306 Aigburth Road,  
Liverpool  
L17 9PW.

**Telephone Number:** 0151 726 8060

**Fax** : 0151 **726 2461** / 726 2460 / 726 2464

**E-mail** : [info@mcja.co.uk](mailto:info@mcja.co.uk)

The company also provides care and support at Latham Court, an Extra Care Housing scheme in Laurel Road Liverpool, L7

### Home Care – What is it?

Home care support is the provision of personal care and support tasks which help an individual to live in her/his own home. The service must take into account the needs and preferences of people from different cultural backgrounds. This means ensuring that the service provided enables individuals to remain in touch with their cultural identity, religious beliefs and origins.

### The tasks undertaken by care workers will typically include the following:

- Assistance with washing, bathing and showering.
- Assistance with getting into and out of bed.
- Assistance with dressing and un-dressing.
- Assisting service users to and from the toilet, including assistance with incontinence aids.
- Assist service users with eating and drinking and some light meal preparation.

### How the service is organised:

The delivery of care is typically organised in 3 hour and 6 hour runs covering between 5 and 10 service users on each run. Because the work is managed on an area basis – the calls are generally within the same area – so that the distance between calls is kept to a minimum.

The company currently provides care in the following areas of Liverpool – L1, L3, L4, L6, L8, L15, L17 and L19

### The Care Worker:

The role of the care worker is an extremely valuable one and requires dedication and commitment. Care is about warmth, knowledge, understanding and skill to help and assist another person. In many instances the care worker will be the only person to visit the service users on that particular day.

**Support and the Community:**

The company also provides support to adults in the community. Typically this will be support to younger adults with a disability. The support provided in the main is a more enabling / supporting role – providing support in say 2 to 3 hour blocks to a single user. There are not as many job opportunities in this area of work.

**Equal Opportunities:**

MCJA is an Equal Opportunities employer and service provider. The objective of the company is to have in place a workforce that reflects the broader community and we actively encourage job applicants from under represented groups.

No one – staff member or service user, should be discriminated against for any reason but particularly because of their race, religion, sex, age, sexual orientation or disability.

**Pay Rates:**

£3.00 Per Unit (30 minutes) Monday to Friday (£6.00 Per Hour)

£3.30 Per Unit (30 Minutes) Saturday and Sunday (£6.60 Per Hour)



## **JOB DESCRIPTION**

**Job Title :**                    **CARER :**

**Report to :**                    **Registered Manager :**

**Main Functions of the job :**

### **Main Responsibilities:**

To act as a member of the staff team of Merseycare Julie Ann, taking full part in all aspects of the care of service users, as directed by senior staff. Working within the guidelines and procedures as detailed in the Company Quality Assurance Manual.

### **Provision of direct care:**

To meet the personal care needs of the service users by providing a range of care (other than nursing skills) which includes:-

1. Washing, bathing and showering. Water temperature must not exceed 43° C. Washing hair, dressing and undressing.
2. Tooth and denture care.
3. Hair care, shaving and general appearance. (Shaving preferably with an electric razor).
4. Checking spectacles and hearing aids.
5. Preparing food and drinks in accordance with religious/dietary requirements.
6. Assisting with eating and drinking unless there is a medical condition that precludes this (such as risk of choking).
7. Prompting service users to make sure that prescribed medicines are taken. This is not to include direct administration. Details must be available within the Care Plan and if there are more agencies involved clear procedures to cover this.
8. Care of pressure areas, including applying creams and lotions where the skin is not broken. All incidents of broken skin must be immediately reported to management.
9. Assisting service users to and from the toilet.
10. Toileting needs including management of incontinence and changing and disposing of incontinence pads/sheets. The following tasks are excluded: (1) changing, or any tasks associated with, an indwelling character (except changing the urine bags); (2) inserting suppositories; (3) Any invasive task such as manual evacuations; (4) dealing with ileostomies and colostomies.
11. Changing of colostomy and catheter bags will only be carried out by suitably qualified care workers.
12. Assist service user in moving or transferring as required. Service users must not be lifted, except with the aid of specialist equipment, in accordance with health and safety regulations (Manual Handling Regulations 1992) and following a manual handling risk assessment conducted by the company and training given to employees.
13. Assistance with non-medical and non-nursing therapeutic exercises only with the informed consent of the service user or their representative.
14. Shopping and paying bills. This never includes withdrawing money from service users' own accounts.

15. Changing and making beds.
16. Home security and safety. Be aware of possibility of fire safety risks.
17. Checks (ensuring doors and windows are secure and no fire risks are evident.)
18. Washing up.
19. Putting refuse out/emptying bins.
20. Night care. The provision of either a waking night or a sleepover may be required. This will be outlined in the individual Care Plan and is likely to include personal care tasks already previously listed.
21. Encouragement and motivation and confidence building. This is likely to be part of a planned programme of rehabilitation and will require care workers skilled in helping service users regain a range of skills that will enable them to care better for themselves.
22. Reading, letter writing and telephone calls.
23. Monitoring the general safety and welfare of the service user. Any concerns over pain or discomfort, deteriorating health, or any other problems must be reported to your manager.
24. Daily report sheets must be completed at each visit.

**Management of the Organization:**

- To develop effective working relationships with other employees within the company.
- To support an open positive and inclusive working culture.
- To participate in the evaluation and development of the policies against agreed organizational goals and quality objectives.
- Participate in the maintenance of the company's management information systems.
- Assist in the formulation and implementation of care policies and procedures.
- To ensure the care provided is in accordance with the company's values and principles.
- To co-operate when required in the induction, orientation and evaluation of new employees.
- To support and maintain a culture of performance and excellence.
- To assist in the assessment of the effectiveness of care implementation and delivery.
- To implement action to meet and maintain a culture of performance and excellence.
- To assist in the assessment of the effectiveness of care implementation and delivery.
- To implement action to meet and maintain care standards.
- To work in co-ordination with multi-disciplinary teams to maximize opportunity for service user therapeutic care.
- To ensure that service users' rights are protected.

**Location :**

Merseycare Julie Ann, but you may be re-located within the Merseyside area at the discretion of the company within 4 weeks notice.

**Supervisory Responsibilities :**

None:

**Working Hours :**

Determined on an individual basis.

**Experience / Qualifications Required :**

NVQ 2 or equivalent within 6 months of appointment to post.

**Annual Leave:**

This will be calculated pro rata on the number of days you work.



## What is the CRB?

The Criminal Records Bureau (**CRB**), an Executive Agency of the Home Office, provides wider access to criminal record information through its disclosure service. This service enables MCJA to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

Successful Applicants will be asked to return to the office to complete a CRB check. You will need to bring sufficient identification for us to complete and process your form.

## Do's & Don'ts

<u>Do's</u>	<u>Don'ts</u>
<ul style="list-style-type: none"> <li>• Use blank ink and write in BLOCK CAPITALS only.</li> <li>• Use only one letter or number for each box.</li> <li>• Leave an empty box between words, but <b>not</b> between telephone numbers.</li> <li>• Mark choices in the boxes with a cross [X], not a tick.</li> <li>• Return the CRB form to MCJA office.</li> </ul>	<ul style="list-style-type: none"> <li>• Don't write over the edges of the box.</li> <li>• Don't place any stamps or stickers on the form.</li> <li>• Don't strike out any part of the form or mark as not applicable. If it is not relevant to the application then leave it blank.</li> <li>• Don't use staples or correction fluid.</li> <li>• Don't complete sections E, F, X, Y, Z.</li> <li>• Don't return your form to the CRB</li> </ul>

## Identification

Can applicant produce any documents from Group 1?

**Yes - 3 documents must be seen.** One document from Group 1 plus any two from Groups 1 or 2.

**No - 5 documents to be seen.** Five documents from Group 2

### List of Valid Identity Documents

#### Group 1

Passport	EU National Identity Card
Driving Licence (UK) (Full or provisional) -England/ Wales/ Scotland/ Northern Ireland/ Isle of Man ; either photocard or paper ( a photo card is only valid if the individual presents it with the counterpart licence)	Birth Certificate (UK) - issued within 12 months of date of birth – full or short form acceptable including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces
HM Forces ID Card (UK)	Firearms Licence (UK)
Adoption Certificate (UK)	

#### Group 2

Marriage/Civil Partnership Certificate	Financial Statement ** - e.g. pension, endowment, ISA
Birth Certificate	Vehicle Registration Document (Document V5 old style and V5C new style only)

P45/P60 Statement (UK) **	Mail Order Catalogue Statement *
Bank/Building Society Statement *	Court Claim Form (UK) ** - Documentation issued by Court Services
Utility Bill* - electricity, gas, water, telephone – including mobile phone contract/bill	Exam Certificate e.g. GCSE, NVQ, O Levels, Degree
TV Licence **	Addressed Payslip *
Credit Card Statement *	National Insurance Card (UK)
Store Card Statement *	NHS Card (UK)
Mortgage Statement **	Benefit Statement* - e.g. Child Allowance, Pension
Insurance Certificate **	Certificate of British Nationality (UK)
Council Tax Statement (UK) **	Work Permit/Visa (UK) **
A document from Central/ Local Government/ Government Agency/ Local Authority giving entitlement (UK)*: e.g. from the Department for Work and Pensions, the Employment Service , Customs & Revenue, Job Centre, Job Centre Plus, Social Security	<b>One of the following documents from the United Kingdom Borders Agency (UKBA) (formerly the Immigration and Nationality Directorate – IND) (UK):</b> <b><i>Do not use more than one of the following documents</i></b> Convention Travel Document (CTD) - Blue Stateless Person's Document (SPD) - Red Certificate of Identity (CID) - Brown  Application Registration Card (ARC) Immigration Status Document (ISD)
CRB Disclosure Certificate **	Letter from a Head Teacher *
Connexions Card (UK)	

\*documentation should be less than three months old

\*\*issued within past 12 months

At least one document must confirm the applicant's current address and at least one document must confirm the applicant's date of birth.

All documents must be originals, not photocopies.

**ALL CANDIDATES ARE EXPECTED TO PAY £20/- WHILE PROCESSING OF THE CRB APPLICATION**

## **Policy statement on the recruitment of ex-offenders**

### **Background**

- All individuals or organisations using the Criminal Records Bureau (CRB) Disclosure service to help assess the suitability of applicants for positions of trust and who are recipients of Disclosure information must comply fully with the CRB Code of Practice. Amongst other things, this requires them to treat all applicants for positions who have a criminal record fairly and not to discriminate unfairly against the subject of a Disclosure on the basis of conviction or other information revealed.
- It also obliges them to have a written policy on the recruitment of such individuals, which can be given to all applicants for positions where a Disclosure is requested and to ensure that a body or individual at whose request applications are countersigned has such a written policy. Also, if necessary, to provide a model for that body or individual to use or adapt for this purpose.
- To assist individuals/organisations to meet this requirement the CRB has produced a policy statement, which can be used or adapted for this purpose. Adherence to this policy will ensure compliance with the CRB Code of Practice in this respect.

### **Policy Statement**

- As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, MCJA complies fully with the CRB 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 conviction or other information revealed.
- This Organisation 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 have a written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.
- 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 a designated person within this Organisation and we guarantee that this information is only be seen by those who need to see it as part of the recruitment process.
- Unless the nature of the position allows this Organisation 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 this Organisation 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 CRB Disclosure aware of the existence of the CRB 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 before withdrawing a conditional offer of employment.
- **Having a criminal record will not necessarily bar you from working with us.**

This will depend on the nature of the position and the circumstances and background of your offences.

<b>EMPLOYMENT APPLICATION FORM</b> <b>MERSEYCARE JULIE ANN LTD</b>
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**POSITION APPLIED FOR:** \_\_\_\_\_

The following information will be treated in the strictest confidence.

**PERSONAL**

(Please complete this section in BLOCK CAPITALS)

Surname:		First Name(s):	
Address:			
Postcode:	<b>Male/Female</b>	<b>Nat. Ins. No</b>	
Mobile Phone		Home Phone:	
Full Driving Licence:	YES/NO	Endorsements:	*YES/NO
* If YES, please give further details including dates.			
Are you involved in any activity which might limit your availability to work or your working hours e.g. local government?			YES/NO
If YES, please give full details.			
Are you subject to any restrictions or covenants which might restrict your working activities?			YES/NO
If YES, please give full details			
Have you any criminal convictions (including spent and un-spent convictions) under the Rehabilitation of Offenders Act 1974)?			YES/NO
<b>**Full details will be required on a separate sheet**</b>			
You may be required, if offered employment, as part of your Application to complete a Pre-Employment Medical Questionnaire. Are you prepared to undergo a medical examination prior to employment?			YES/NO
Have you ever worked for this Company before?			YES/NO
If YES, please give full details			
Have you applied for employment with this Company before?			YES/NO
Do you need a work permit to take up employment in the UK?			YES/NO
How much notice are you required to give to your current employer?			

( \* )

**EDUCATION**

(\*)

Schools attended since age 11	From	To	Examinations and Results
College or University	From	To	Courses and Results
Further Formal Training	From	To	Diploma/Qualification
Job related Training Courses Name of Organisation	Date	Subject	

Please give details of membership of any technical or professional associations:


Please list any foreign languages spoken and the level of competence:


## EMPLOYMENT DETAILS

(\*)

Please give details of your past employment, excluding your present or last employer, stating the most recent first.

Name and address of employer	Dates	Position held/Main duties	Reason for leaving

## PRESENT OR LAST EMPLOYER

Are you currently employed?                      YES/NO

Name of present or last employer:			
Address:			
Telephone No:			
Nature of business:			
Job title and a brief description of your duties:			
Length of Service:	From:	To:	

**INTERESTS, ACHIEVEMENTS, LEISURE ACTIVITIES** (e.g. hobbies, sports, club memberships) ( \* )


**SUPPLEMENTARY INFORMATION**

Please set out below any further information to support your application, e.g. past achievements, future aspirations, personal strengths.


**DISCLOSURES**

Given the nature of the job applied for, in the event that I am offered the position, I understand that any offer of employment is subject to information on my criminal record being disclosed to the Company by the Criminal Records Bureau (CRB) / Disclosure Scotland.

I have been given a copy of the Company's Equal Opportunities Policy, which includes information relating to the recruitment of ex-offenders.

**DECLARATION**

I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal

I understand these details will be held in confidence by the Company, for the purposes of assessing this application, ongoing personnel administration and payroll administration (where applicable) in compliance with the Data Protection Act 1998.

Signature:	Date:
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**REFERENCES**

Please give the names of two people (one of which should be your present or most recent employer) whom we may approach for a reference.

Can we approach your current employer before an offer of employment is made? YES/NO

Name:	Name:
Position:	Position:
Address:	Address:
Tel. No:	Tel. No:

**SOURCE OF APPLICATION**

How did you hear of this vacancy?

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**EXPERIENCE:**

**Please provide details of your work experience: (Continue on a separate sheet if necessary)**

- **A Disclosure will be required in the event of a successful application and that having a criminal record will not necessarily be a bar to obtaining a position.**

AVAILABILITY FORM

(\*)

**Care is needed throughout the city 24 hours per day,  
7 days per week, 365 days per year**

**Please note: You will be required to work some evenings and weekends.  
Candidates who are flexible in terms of working hours are more likely to be offered an  
interview**

**Availability: Please tick your available working hours for each day:**

<b>Days</b>	<b>AM 8.00 to 11.30</b>	<b>Lunch 11.30 to 14.00</b>	<b>Tea 16.00 to 18.30</b>	<b>Back to Bed 18.30 to 22.00</b>
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

Requested Weekly Working Hours: \_\_\_\_\_

**AREAS:**

Due to the wide geographical area covered by Merseycare Julie Ann we will try our best to employ you in the area nearest to where you live, although this may not always be possible. To help us with the recruitment process, will you please tick the box next to the areas where you are willing to travel? We currently have work in the following areas:

- Kensington
- Wavertree
- Aigburth
- Toxteth
- Everton
- Anfield
- City Centre
- Fairfield
- Childwall
- Garston
- Dingle
- Kirkdale
- Mossley Hill

**EMPLOYEE DATA SET  
THE FOLLOWING INFORMATION IS REQUIRED  
SO THAT THE COMPANY CAN COMPLY WITH  
REQUIREMENTS OF THE  
NATIONAL MINIMUM DATA SET (NMDS)**

**NATIONALITY** \_\_\_\_\_

**COUNTRY OF BIRTH** \_\_\_\_\_

**YEAR OF ARRIVAL IN UK  
- IF NOT BORN IN UK** \_\_\_\_\_

**EXPERIENCE** \_\_\_\_\_  
( YEAR FIRST WORKED IN SOCIALCARE )

**CONTINUITY** \_\_\_\_\_  
( YEARS WORKED IN SOCIAL CARE )

**RECRUITMENT SOURCE** \_\_\_\_\_  
**HOW DID APPLICANT HEAR ABOUT THE VACANCY**

**If you do not wish information about yourself to be entered onto the NMDS you must submit a written instruction to the company . Your name is not shown on the data. The purpose of NMDS is to provide data on employment within the social care sector for planning and funding purposes**

**EQUAL OPPURTUNITIES MONITORING FORM**

( \* )

Please tick the appropriate boxes below. All information given is treated in the strictest confidence. It will play no part in the assessment of your application. If you do not wish to complete the monitoring form, it will not influence your application in any way.

Name.....

Date of Birth .....

**Ethnicity**

- White:**                      White British               White Irish               White Other
- Mixed:**                      White and Black Caribbean               White and Black African   
White and Asian                       Mixed Other
- Asian:**                      Indian               Bangladeshi               Pakistani               Other
- Black:**                      Caribbean               African               Black Other
- Chinese:**                      Chinese
- Other:**                      Any other Ethnic Background

**Do you have a disability?** (Please circle)  
NO

YES

**Applicant Name:** \_\_\_\_\_

**I have read and understood the entire application pack.**

**Signature:** \_\_\_\_\_