Job Description

**Holiday Crew**

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| **Position** – Holiday Crew**Responsible to** – Holiday crew supervisor / Manager**Hours of work** – Refer to Individual Contract **Annual Leave** – Refer to Individual Contract |
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| **Responsibilities of the position** |
| * To support & assist our customers on their holiday, both at the holiday accommodation and within the community.
* To provide flexible and supportive services to ensure customers have a high quality holiday experience.
* To work within the company policies and procedures.
* To maintain confidentiality at all times.
* To work in partnership with our customers, the team, the organisation and the community.
* To promote equality and diversity when assisting our customers, both within the service and the community.
* Support customers to implement and maintain control of their holiday and to develop their inclusion and participation in the community in accordance to their needs, wishes and preferences.
* Assist and encourage customers to access a range of opportunities and experiences offered within their holiday experience and within the community.
* To assist & support customers to monitor their health and wellbeing.
* Attend staff meetings and supervision meetings and contribute to the promotion of good practice across the service
* Attend all mandatory training and comply with legalisation requirements,
* Support and encourage customers to reach their full potential.
* To attend the agreed holidays for the duration agreed prior to the holiday starting.
* To be actively involved in planning & organising events & activities during the holiday.
* To participate in an overnight on call system as per rota for each holiday (for which an extra allowance shall be paid).
* To ensure that your behaviour is in line with that of company policy at all times during the holiday.
* To wear the holiday crew uniform.
* To attend the staff induction at the beginning of each holiday.
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| **Customer Support** |
| * To support customers with all aspects of their agreed plan.
* Where appropriate, assist customers with personal care needs in accordance with their plan & guidelines.
* Assist & support customers to manage their medication, including administration where appropriate in accordance with their plan & guidelines.
* Assist and encourage customers to be independent where able, to enable them to use their skills & to provide support in the areas required in accordance with their plan.
* Support customers with food preparation where appropriate.
* Actively listen to and encourage customers to make known their views, decisions and choices.
* Assist and encourage customers to be at the centre of any planning about their holiday.
* Assist and encourage customers to become active and valued members of the holiday group.
* Support and encourage customers to develop problem solving skills.
* Support customers in line with any behavioural guidelines.
* Inform the Service Manager of any concerns related to the health and wellbeing of the customer.
* Support customers if they wish to raise any complaints.
* Respect the privacy, dignity, property and choices of our customers.
* Support customers to develop and maintain contact with family and friends that they wish to while they are on holiday.
* Use the emergency services where appropriate.
* Use out of hours on-call support where appropriate
* To be aware of & follow any risk assessments in place for the individual customer.
* To immediately report any risks or behaviours that have not been recorded to the holiday crew supervisor or the service manager.
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| **Recording, Reporting and Administration** |
| * To complete any record keeping required for individual customers as detailed in their plan.
* To maintain complete and accurate records of any medical appointments or treatments received by the Customer.
* If required to keep and maintain accurate financial records as directed by the customers support plan and the company policy & procedures.
* To read the schedules & prepare for each day’s events.
* Report to the Service Manager any concerns, worries or defects in service provision, short falls in staffing levels, breeches in discipline or conduct at work by any My Support and Care Services employee.
* To immediately report any alleged abuse through the safeguarding of vulnerable adults procedure.
* To use the out of hours on-call support service and emergency services as appropriate
* To carry out other duties as required during the holiday that is directed by the Service manager or directors of My Support and Care Services.
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| **Employee Development** |
| * Receive and complete an agreed induction.
* Receive on-going induction as appropriate.
* Participate supervisions with your line manager.
* Actively participate in an annual appraisal.
* Attend training courses to enhance you skills and knowledge
* Participate in and support the development of team members, as directed by the Service manager (e.g., assist with training and induction of new team members)
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| **Working Environment and Potential Risks** |
| * Working to assist our customers in a holiday environment and in the community. Those who use our service will from time to time display challenging behaviour which may be physical and/or verbal and/or behavioural in nature. The role may require non-violent crisis intervention procedures (in line with procedures) from time to time.
* Implications for COSHH: domestic chemicals and pharmaceuticals.
* Implications for health and safety: Food hygiene, fire safety, manual handling, accident prevention.
* The position requires staying overnight at the holiday accommodation.
* The position requires driving customers and staff using company vehicles.
* All staff will be required to attend meetings and supervision at Head Office from time to time.
* This job description is not an exhaustive list of duties but a guide to indicate the main areas of responsibility and will be subject to review to meet the service needs.
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| NAME SIGNATURE DATE |