



## **Frequently Asked Questions**

- **Do I need experience to work as a Support Worker?**

We require you to be over 18 years of age, although you don't need any experience to be a Support Worker you do need to be caring, patient and willing to support vulnerable adults and meet the requirements of the Job Profile and be willing to undertake the relevant training.

- **What does the recruitment process involve?**

Once you complete your application form it will be passed to our Operations Team for short-listing. If you are suitable, you will then be invited to attend an interview. As soon as possible after your interview you will be informed of our decision. If you are successful, as all offers of employment are subject to receipt of 2 satisfactory references and a satisfactory DBS check, you will be required to attend an appointment with a member of the HR team to complete an enhanced DBS check and new starter paperwork. Once all checks are completed the Operations Manager will contact you to arrange your start date and shadow shifts.

- **As a Support Worker what is the rate of pay?**

Weekday                £12.27

Weekend Day        £13.96

- **As a Senior Support Worker what is the rate of pay?**

Weekday                £13.13

Weekend Day        £14.71

- **What hours would I be required to work as a Support Worker?**

Working in our Macclesfield based locations:

Early shift            7.00am – 2.00pm or 8.00am – 3.00pm

Late Shift             2.00pm – 9.00pm or 3.00pm – 10.00pm

Working in our Buxton based locations:

Early shift            7.00am – 3.00pm

Late shift             3.00pm – 9.00pm

Worked over a 2-week rota covering Sunday to Saturday (all staff are required to work a mixture of Early and Late shifts as well as alternate weekends)

- **As a Waking Nights Support Worker what are the rates of pay?**

Weeknight            £13.96

Weekend Night       £15.64

- **What hours would I be required to work as a Waking Nights Support Worker?**

Working in our Macclesfield based locations:    10.00pm – 7.00am

Working in our Buxton based locations:            9.00pm – 7.00am

Worked over a 2-week rota covering Sunday to Saturday



Rossendale Trust  
Supporting independent futures

- **When do I get paid?**

Wages are paid by BACS fortnightly on a Thursday.

- **What benefits will I receive?**

- Our Values are embedded into everything we do.
- The Trust has won numerous awards which acknowledge both its strengths as an excellent employer and third sector business.
- The Trust is fully committed to offering all staff the opportunity to gain qualifications in Health & Social Care (E.g. Diplomas Level 2,3, and 5) and to promote a culture of lifelong learning and continuous improvement.
- Full induction and ongoing training and development
- Opportunities for career progression
- Flexible working options
- Up to 22 days annual leave plus bank holidays (pro rata for part time hours) increasing with service.
- DBS paid.
- Free annual flu jab
- Life Assurance/Death in Service Benefit - 4 x basic salary – after qualifying period (not available for Bank Workers)
- Auto Enrolment to The People's Pension for eligible employees (not available for Bank Workers)
- Long Service Awards
- Westfield Health - Cash Health Plan for employees and their children under 18 years' (not available for Bank Workers)
- Enhanced Sick Pay Scheme – all employees are automatically covered by statutory legislation, but in addition the Rossendale Trust pays enhanced sick payments after 12 months' service.
- Free Parking

- **What Training will I receive?**

Mandatory training during probationary period includes:

- Safeguarding
- Health & Safety
- Fire Safety
- Equality & Diversity
- Mental Capacity Act
- Moving and Handling
- Medication Administration
- Infection Control
- Food Hygiene Awareness
- Dignity and Respect.

Funding for additional vocational training relevant to job role is available.

**How long is the probation period?** 6 months'