



Student Support Assistant

Information Pack





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Welcome

We are delighted you're considering your future career at Treloar's! Our roles offer the potential for an amazing and fulfilling experience.

Being a support assistant can bring immense job satisfaction, you will enjoy the special privilege of building unique trusting relationships with our students as you provide crucial care and support.

If you are dedicated and passionate about making a real difference to our students lives then this could be the role for you.

Our goal is to **'make their lives as fulfilling as possible, to help them to do as much as they can by themselves.'** - Alison, Domiciliary Care Manager.





About this pack

We've set out some information to help you understand what working at Treloar's is like, and why you will play such an important role in supporting our students.

This information can help you in completing your application and preparing for your interview.

We've split the information into sections, please have a read through before your interview, and do let us know if you have any questions.



About Treloar's

We are a charity that provides a highly specialist school and college for physically disabled children and young people, many of whom have complex clinical needs and a sensory impairment.

Based in Hampshire, we are one of the UK's largest specialist education centres, supporting around 180 students, aged 4–25 years who come from across the UK and overseas. We are a large community of around 800 staff and volunteers and we are experts in our field.

Every day we give young people the emotional, physical, clinical and educational support that their complex conditions require. And we'd love you to be part of this too.





Catarina travelled from Portugal to work at Treloar's. For her, the residential houses feel almost like a family, **'we all work together for one goal, that goal is our students'**.

'For me, Treloar's is a place where people like me are encouraged to reach their full potential and where they're allowed to be who they want to be. Furthermore, it's a place where we're respected, have fun and treated like family, both in and out of the classrooms and houses.' - Oscar, Student Governor



What support does Treloar's provide?

Each of the students is a unique individual with their own ambitions, aims and dreams for their future.

The students at Treloar's are here because they live with complex needs and require additional support to reach their goals, access high quality education and become as independent as possible.

Students come to Treloar's because we have a highly-adaptive environment, and provide specialist support that mainstream education can't, such as our on-site health centre, specialist equipment, physio, occupational and speech and language therapy. Highly skilled student support assistant's are intrinsic to the support provided to each student.



We support students with a wide range of disabilities but many of the students live with cerebral palsy or muscular dystrophy and need significant support, including with their daily movement, personal care and communication. With every student, there will be an element of physical work involved, and as a staff member, you will be required to support with this.

Many of the young people at Treloar's also require support throughout the day and night – with over half our students staying in our on-site residential houses.

Regardless of their need, we believe passionately in supporting students to express themselves, communicate with others and make choices and decisions about their lives and care.



Which roles are available?

Please read the following roles carefully and indicate on your application form which one you are applying for.

Treloar's is a busy place, with all students accessing daily education and many boarding for at least part of the week. To meet the needs of all our students who require support with feeding, education, personal care and communication – we have several roles available.

Student Support Assistant (SSA)

The SSA role is a family of roles supporting students at Treloar's. Our staff need to be passionate about supporting young people with physical disabilities. These roles include assisting the students in a residential boarding house setting and in educational learning within our school or college.



Key duties:

- Helping students with all aspects of daily living
- Assisting with nutritional and feedings requirements
- Assisting students to achieve their goals
- Assisting with therapy programmes
- Keeping records in line with regulatory requirements
- Personal care including washing, dressing and toileting





Which roles are available continued ...



We offer **residential only roles**, working on one of our residential houses, supporting students with their daily care routines and developing their independence skills. Shifts available include early mornings, evenings, and some at weekends.

We offer roles that are focused on providing support **in the classroom**, but include personal care and help with eating and drinking at break times and lunch. These shifts operate between 9am and 4pm.

Some roles are **dual roles**, you will be working in the classrooms and in the residential houses under the direction of the teacher/tutor when in class and the residential managers and team leaders when on the house.



It can be a rewarding experience working in both the house and the classroom as you are able to get to know the students in both environments, in their home and in an academic setting. The dual role offers plenty of variety and reflects the integrated nature of the care provided at Treloar school and college.

SSAs can be appointed on a full time basis – 42 hours per week with a mixture of weekday, evening and weekend hours, or on a part time basis. All SSA roles are term time or term time plus 2 weeks.

The number of 'unsocial' hours you work on your rota will also define your pay.

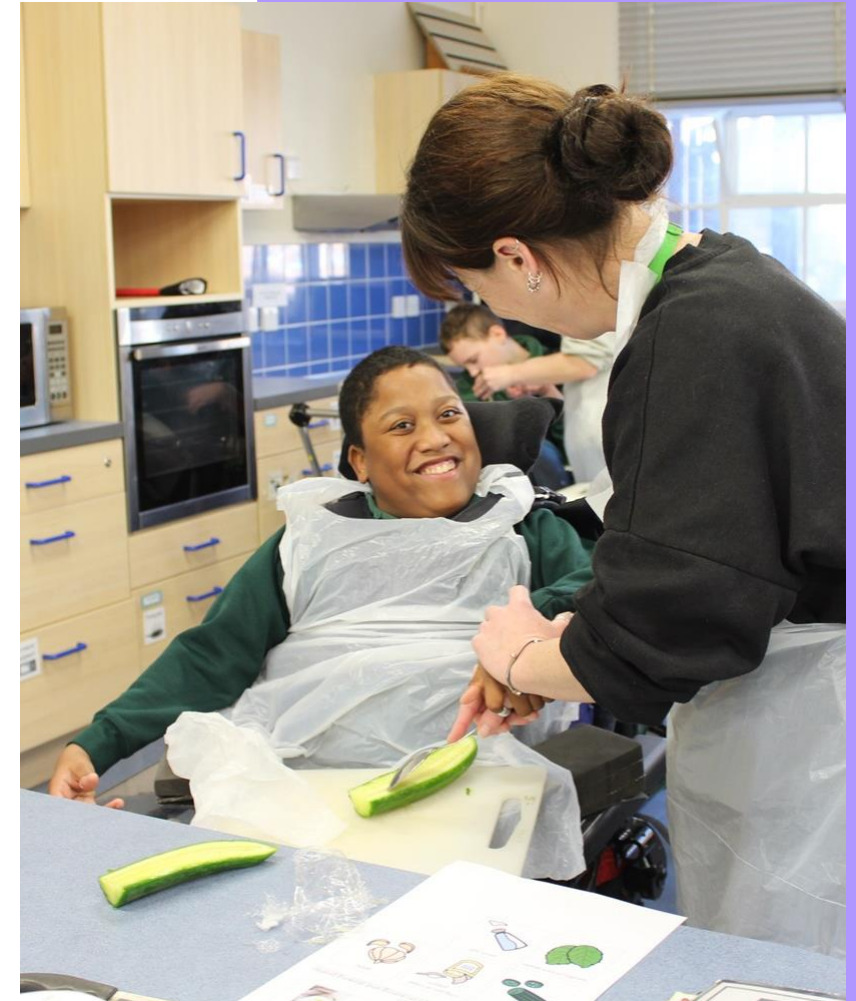
Waking Night Student Support Assistant

Part-time and full-time positions are available. This role is vital in providing the care and security our students need. You will be working on the residential houses over night, supporting students with their evening routines, shower, medication, and settling down to bed. Typical shifts are 11 hours long, starting between 8pm and 9pm.

In this time you will work with the students to support them when getting ready for bed and throughout the night with both regular checks, medication (for those who require it) and responding to requests.

In addition to the SSA team, we also have a nurse on-site and a 'floating' member of night staff who can be called upon in emergencies.

This role can be highly rewarding, after all ensuring a student gets a good night sleep and round the clock care is vital for their progress.





Pauline is one of our senior night support assistants. For her the best part is **'seeing the students come back to the house full of the joys of their day' and settling them down for a good nights sleep, 'supporting them to have a good nights sleep in a safe place is one of the best gifts you can give. Everybody loves a good night's sleep.'**



What's in it for you?

Benefits

As well as the reward of building meaningful relationships with our students and staff team, we offer comprehensive benefits including; family friendly packages, generous absence policies, enhanced pensions and more

Training and Development

Our training package is extensive! You will have multiple paid training opportunities during your time here and if you are interested in expanding your career, we are committed to career progression, with many progress pathways open to you. You could pursue a career in teaching, residential management, tutoring and more.

Accommodation and community

We have purpose built and subsidized key worker accommodation on our campus, with additional new build housing available to rent. We also offer local housing to many of our Student Support Assistants, which are often discounted from local rates.

We offer you the chance to be part of a wonderful community of dedicated employees, over 800, all working towards a common goal. We hold social events for our staff including paid seasonal parties and supported trips. We're situated in a friendly market town, surrounded by rolling hills, and on the border of national parks in the heart of Hampshire. There are good transport links to London and other towns in the area.

Flexible roles

Our roles are offered on a flexible basis, including part-time and term-time only, allowing extended summer holidays and seasonal breaks.



What does a typical day look like?

There is no such thing as a typical day! Each student is unique and each day is different, however, there are some common things that you are likely to do each day.

In the classroom:

- You will be allocated to a class team and work with a group of students under the direction of the class teacher/tutor.
- You will work closely with students to enable them to access all areas of their curriculum and/or their study programme, providing both physical and academic support.
- Students' care and therapy programmes are integrated into their classroom routines so you will be required to support with this too.

Student learning programmes vary hugely, and you may be asked to help students who are developing their social and communications skills, right through to students working towards further education.





Mealtime and nutritional support:

You will support students with eating and drinking each day. All students have an Eating and Drinking profile which tells you what support the student needs such as what texture their food needs to be, or whether they have a gastrostomy tube.

Moving and Positioning:

Nearly all of the students need support with aspects of their moving and positioning; some students may be almost completely reliant on staff to meet their needs in this regard. We have a large range of equipment to support staff in this regard but this part of the role is unavoidably quite physically demanding.



What does a typical day look like, continued...





Washing, Dressing and Toileting

As many of the students have limited mobility, they are also likely to need support with their personal care. We have a huge range of adapted equipment to support the safe delivery of these essential tasks. All students are assessed by our dedicated team of Physiotherapists and Occupational Therapists who provide easy to follow guidelines.

Medications

Most, if not all, of the students take some form of medication. Some students are completely independent and need no support from staff, some students need much more support. You will be able to provide medications to the students once you have completed your training and competency checks – usually around 6 months after starting employment.



Activities

We have a busy activities program at Treloar's. Staff support students to attend these activities, (on- and off-site) on a regular basis. Even when students are not taking part in scheduled activities, staff should also lead and encourage activities on an ad-hoc basis on the houses.

Some of the activities we have on-site are: Archery, Boccia (a game similar to boules), Photography, iPad club, Nailbar, Disco, Movie night, Horticulture, Duke of Edinburgh Award.

Record keeping

You will support Treloar's in keeping accurate records of the students' day. This is an important part of our work, especially given the medical condition of our students. Being comfortable with using modern IT is a key skill for working at Treloar's.



What skills do you need to work here?



This important role is incredibly rewarding but also brings challenges. To flourish in this role you will need patience, compassion and an ability to listen well, even on the difficult days.

Stamina to meet both the physical and emotional demands of providing care and support is also essential.

Training

All of the roles here require a high degree of specialisation and knowledge. Treloar's has a large number of training courses available; both mandatory and optional. All SSAs must have or work towards a Level 3 QCF in Health and Social Care or Healthcare Support. Treloar's will pay for you to undertake this nationally recognised qualification and support you to achieve this.



We also train all our SSAs in the following:

- Manual Handling
- Infection Control
- First Aid

- Mental Capacity
- Safeguarding
- Fire Safety
- Food Safety

- Basic Feeding
- Medication Administration
- Equality and Diversity

We also offer more specialist courses such as:

- Mental Health First Aid
- Sexuality and Further Education Training
- ELKLAN Communication Support
- Acquired Brain Injury



Safeguarding

Safeguarding is something that we take very seriously at Treloar's.

Every member of staff must pass an enhanced Disclosure and Barring Service check (DBS) which Treloar's will pay for. The safety of our students is our number one priority, and as part of our team, you will be expected to put this first too.

We have a dedicated Safeguarding Officer, an on-call manager 24hrs a day and a member of the senior leadership team also on-call in case of any emergencies.

If you are successful in your application, you will be trained in how to recognise and respond to any safeguarding issue.



How Treloar's makes a difference

"What I like most about Treloar's is my class. Everybody in class is nice and we are all friends together. The SSA's know us well and support us with everything. They listen to us too."

-Alex, Head Girl

"I've been at Treloar's for five years and I feel I have gained so much from being here. Treloar is so different from any of my other schools, they include everyone. I get to participate in lots of activities including D&T and food tech. Now I'm head boy, I have so many doors that have been opened to me."

- Logan, Head Boy

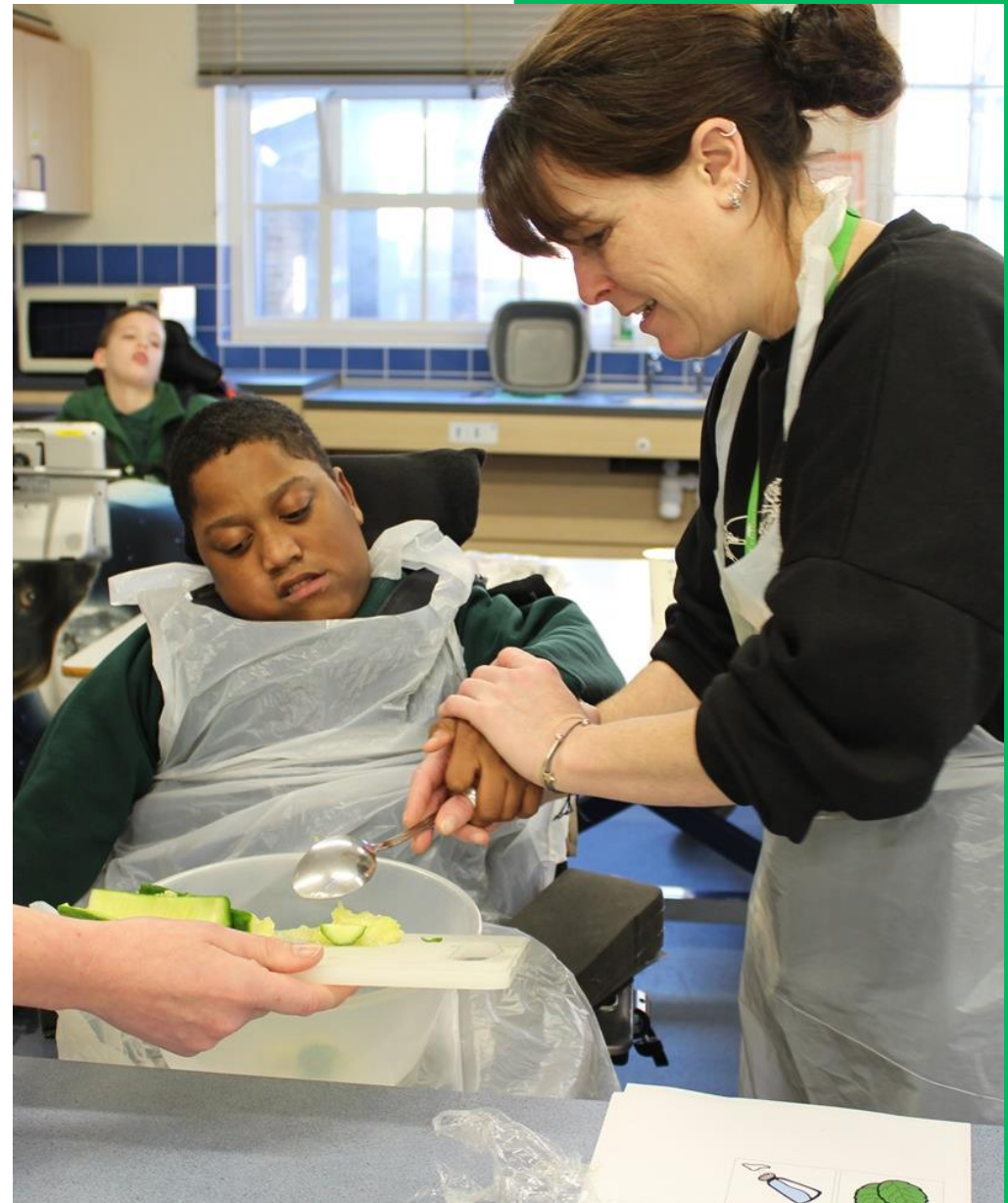
How Treloar's makes a difference

"Things I like about Treloar's is that they help you plan trips and offer activities and awards such as Duke of Edinburgh and boccia. Treloar's has helped me with my independence by letting me cook and doing my own bookings and giving me tools to work on my own in class."

- Ellis, Student Governor

"It's hard work but we have fun, there is always something to make you smile, something a student achieves that makes everything worthwhile, you can see you've made a difference to someone, perhaps something small, or maybe something that will have an impact for the rest of their lives."

- Charlotte, College Tutor





How Treloar's makes a difference

Lamin came to Treloar's from Gambia 16 years ago as a volunteer, he's now progressed to a Team Leader and hasn't looked back since! After completing the training to be a volunteer, he stayed another year before applying for a position as a Student Support Assistant. It's the **'best most rewarding organisation, the students are the most amazing individuals you could meet'**.

To apply visit [Current job openings - Treloar's \(teamtailor.com\)](https://teamtailor.com)

Or email HR@treloar.org.uk or call our Recruitment Team on 01420 547400

