**Individual Support Solutions**

Welcome to ISS.

ISS was set up in 2011 by Sarah O’ Shaughnessy and Alison Malcolm. We provide Day services, Supported living services and an information and advice service all for adults with a Learning Disability.

This building is called Powell House in Church Street, Nuneaton CV11 4DS. This is our main office and where our Supported living office for North Warwickshire is.



Our Supported Living services provide support for people from their own homes, each person is different and support and times of support are provided to meet each individuals support needs.

Although we operate mainly in Nuneaton and Rugby we also have services in Kenilworth, Polesworth and Atherstone and you may be asked to work in these areas.

All of our customers are very different and have different needs. Some require support with personal care, some may use wheelchairs and others may have behaviors that challenge. The focus of the Support Worker job role is to support people to do everyday tasks such as cleaning, cooking meals, food shopping, going out socially and maintaining relationships. Please feel free to ask any questions you may have about this in your interview.

We offer from 3 hours’ support at any one time to 24 hours support. We provide support for people from their own homes, each person is different and support and times of support are provided to meet each individual’s support needs.

We allocate staff their contracted hours by operating a Rota system. Staff we employ are expected to be able to work flexibly and must be able to work daytimes, evenings, sleep ins and weekends. We try to Rota shifts so that staff have every other weekend off work however this is not always possible.

We understand that you may have childcare or other relative dependents that may mean you have certain restrictions with what hours you can work. If this is the case you may be offered a part time contract. This can be discussed more in your interview.





**Here are some FAQ’s at interviews:**

**Mileage:**

ISS pay 35p per mile for mileage. At ISS we expect staff to look after their cars and ensure they are clean and presentable, with no offensive logos on, for customers. You must ensure you have business insurance and an MOT at all times.

**Pay**:

Pay grades start from £9.10 per hour to £9.60 currently. This is depending on experience, qualifications and length of service.

Sleep ins are paid at £73.89 per night and are from 10pm to 7am.

**Annual Leave:**

ISS staff receive 28 days (inclusive of bank holidays) for FTE. If on a part time contract or bank contract this will be altered accordingly. This can be discussed at your interview.



**ISS Company Structure**

Sarah O’ Shaughnessy Alison Malcolm

Director Director

Colin Twidale

Service Manager

Heather Blair

Supported Living Registered Manager

**Kerry Kingsman**

Rugby Day Service

**Claire Ward**

Community Wellbeing Hubs

**Ceri Hingeley**

Supported Living Services

**Lynn Harper**

Nuneaton Day Service

Team Leaders

ISS Support Workers

**All our staff have a comprehensive induction which includes learning about**

1. **the organisation,**
2. **policies and procedures,**
3. **customers**
4. **Shadow shifts/ working alongside existing staff**
5. **Training**

Currently we have a full time and a part time position available.

ISS do see drivers as an essential criteria when recruiting for the support worker role as you may be required to drive customers around and to travel between services on occasion.

Please feel free to ask us any questions at the end of your interview. You interview will include questions regarding your knowledge and understanding of care and scenario based questions.

**Please be aware that DBS charges are £98. Although ISS will pay this charge, if you leave before your probation has been completed then ISS will take this cost from your last wage.**

**Please make us aware of any police convictions or cautions. If you fail do so any job offer may be retracted and you may be invoiced for the DBS costs.**

***I have read and understand this document regarding ISS company information***

***Name***

***Signed***

***Date***