InFocus
The vision impairment & complex needs charity

Support Worker
Martin House

Help young people build confidence, independence and the future they choose.

About the role

Make a real difference from day one.

As a Support Worker at Martin House, you'll help create a warm, welcoming and supportive home for adults with visual impairments and complex needs. Due to open in May 2027, this brand-new residential service offers a unique opportunity to help shape the culture, environment and experiences that help people feel safe, valued and empowered.

Working as part of a small, dedicated team, you'll provide person-centred support tailored to each individual's needs and aspirations. From developing daily living skills and promoting independence to supporting people to access their community, maintain relationships and achieve personal goals, you'll play an important role in helping people live the life they choose.

This is a varied, hands-on and rewarding role where your compassion, creativity and initiative will help people build confidence, overcome barriers and enjoy fulfilling lives. Every day will be different, and every day you'll have the opportunity to make a genuine difference.

Pay
£13.01 - £17.71 per hour

Hours
37 hours per week

Location
Exeter

Closing date
Friday 18th December



infocus-charity.org.uk

Registered Charity Number: 1058937

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Welcome to InFocus

At InFocus, we believe every young person deserves the opportunity to live a life filled with choice, confidence and purpose.

We support young people with visual impairments and complex needs to discover what's possible, empowering them to live lives filled with choice, confidence and purpose through personalised education, care and support.

Every young person is unique, so we take the time to understand their strengths, ambitions and aspirations. Together, we help them develop the skills, confidence and independence to build the future they choose.

Our work is inspiring, rewarding and sometimes challenging - but above all, it's meaningful.



When you join InFocus, you'll become part of a passionate team committed to making a lasting difference every single day.

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Why work at InFocus?

People are at the heart of everything we do - and that includes our staff.

We know that supporting young people starts with supporting the people who work alongside them. That's why we're committed to creating a workplace where you'll feel welcomed, valued and encouraged to grow.

Whether you're joining us with years of experience or looking to build your career, you'll become part of a friendly, supportive team who celebrate successes together and learn from one another every day.

Our employee benefits include:

- Six weeks' annual leave plus bank holidays (pro rata)
- Occupational sick pay from day one
- Long service awards
- Paid medical appointments
- Enhanced maternity and paternity leave
- Comprehensive training and development
- Employee Assistance Programme
- Cycle to Work scheme
- Contributory pension scheme
- Free onsite parking
- Onsite café
- Life assurance and group accident cover
- Free flu vaccinations

"Every day brings something different, but the best part is watching someone achieve something they didn't think they could do."

InFocus Support Worker



We believe that when our colleagues feel supported, they're able to make an even bigger difference to the young people we work with.

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Our purpose and values

Our purpose

Everyone deserves the opportunity to live life to the fullest, making choices, achieving goals and shaping their own future.

At InFocus, we're dedicated to making this possible for young people with visual impairments and complex needs.

Using our specialist expertise, we support every young person to find their own unique pathway towards their very best life.



Our values

Everything we do is guided by five values.



Innovation

We're always looking for better ways to improve opportunities, embrace new ideas and develop our specialist expertise.



People First

We put young people at the centre of every decision, listening carefully to what matters most to them.



Collaboration

We achieve more together. By working across education, care, therapy and support, we create the very best outcomes for young people.



Ambition

We believe in potential. We're ambitious for the young people we support, our colleagues and our charity.



Recognition

We celebrate progress, achievement and the incredible contribution made by our young people, staff and volunteers.

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What we do

At every stage of the journey, we support people with visual impairments and complex needs to discover what's possible and transform lives.

Our services include:

Specialist Further Education College
Preparing young people aged 16–25 for adulthood through personalised learning, building independence and helping them find their place in the world.

Residential Care
Supporting young adults to live fulfilling lives with the right level of care and support.

Supported Living
Helping people develop greater independence with just the right amount of support.

Life and Living Skills Programme
Supporting young people to develop everyday living skills, confidence and independence through real-life experiences.

Adult Day Services
Providing opportunities to build friendships, develop skills and enjoy meaningful activities.

Outreach
Sharing our specialist knowledge to improve understanding of visual impairment and complex needs beyond InFocus.

Whatever service we provide, our focus is always the same: helping people live the life they choose.



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How we'll support you

Starting a new role can feel like a big step. That's why we'll support you from your very first day.

You'll receive a structured induction programme, training and ongoing learning opportunities to help you get started in your role.

You'll work alongside experienced colleagues who are always happy to share their knowledge and support your development.

As your career grows, there may be opportunities to take on new responsibilities, complete professional qualifications and continue developing your skills.



Many of our colleagues have progressed into specialist and leadership roles, and we're proud to invest in the people who make InFocus such a special place to work.

About the role

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Post: Support Worker, Martin House (Residential Care)

Hours: 37 hours per week,

Pay: midweek £13.01-£13.62, weekends £16.91-£17.71

Line manager: Team Leader

This is an exciting opportunity to join InFocus Charity and be part of the opening of Martin House, our brand-new residential home for adults with visual impairments and complex needs. As a new service, you will have the unique opportunity to help create a warm, welcoming and person-centred home from day one.

Working closely with Team Leaders, you will play an important role in supporting people as they transition into their new home and helping to create a positive and inclusive environment where individuals can thrive. As one of the first Support Workers within the service, you will help shape the culture and standards of support from the very beginning.

As a Support Worker, you will provide personalised support tailored to individual needs. This may include supporting people with daily living skills such as cooking, budgeting, personal care and medication, as well as helping them access activities, maintain relationships and engage with their local community.

We use an active support approach, encouraging people to participate as fully as possible in daily life while developing skills, confidence and independence. You will adapt your communication style to meet individual needs, using a range of communication methods and specialist approaches to ensure people can express their views, make informed choices and be actively involved in decisions about their lives.

Working closely with colleagues, you will implement care plans and support strategies, helping to deliver consistent, high-quality support and positive outcomes. You will also contribute to maintaining a safe, clean and welcoming home environment where people feel valued, respected and empowered.

This is a varied and rewarding role where no two days are the same. You will support people with a range of complex needs, including visual impairments, learning disabilities, autism and complex health conditions. The role includes supporting individuals with personal care, medication and specialist health needs, including gastrointestinal feeding, following appropriate training and competency assessment.

The role can be both physically and emotionally demanding and requires someone who can remain calm, adaptable and responsive. There will be an expectation to provide intimate personal care and safely use equipment such as hoists, lifting aids and electric wheelchairs, with full training provided.

As part of a small, dedicated team, you will have the opportunity to contribute to the development of Martin House and make a meaningful difference to the lives of the people who call it home.



About you

We are looking for compassionate, enthusiastic and self-motivated individuals who are passionate about supporting people to live fulfilling lives. Whether you already have experience working with people with visual impairments, sensory impairments, autism and complex needs, or are looking to begin a career in health and social care, we would love to hear from you.

You will bring empathy, patience, resilience and a great sense of humour, together with a genuine desire to make a positive difference every day. You will understand that for someone with a visual impairment who may also experience difficulties processing information, the world can sometimes feel confusing, unpredictable or overwhelming. Through your approach, you will help create an environment that feels safe, accessible and empowering, supporting people to build confidence, develop independence and achieve their goals.

We are looking for people who are reliable, adaptable and able to use their initiative. You will be a strong team player who values active listening, acts with honesty and transparency, and takes ownership and accountability for your actions. You will be comfortable working collaboratively with colleagues, families, carers and other professionals to achieve the best possible outcomes for the people we support.

You will have a person-centred approach and be committed to promoting dignity, choice, inclusion and autonomy. You will be willing to adapt your communication style to meet individual needs and support people with a range of communication preferences.

Most importantly, you will share our belief that every person should be supported to make meaningful choices, achieve their aspirations and live the life they choose.

Working pattern

This role operates on a rota basis and includes a mixture of daytime and evening shifts (8.00am to 8.00pm and 5.00pm to 10.00pm), with every other weekend worked.





Job description

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Main purpose of the job

- To support people to develop independence, choice and confidence by placing each individual at the centre of their support, listening to their wishes and aspirations, and actively involving them in decision-making and planning.
- To provide high-quality, person-centred support that meets each individual's physical, emotional, cultural and social needs.
- To promote inclusion, participation and meaningful opportunities within the wider community, supporting people to develop skills and take part in activities and experiences that are important to them.

Duties and responsibilities

- Provide person-centred, active support that enables people to develop skills, make choices and increase their independence, including support with personal care, meals and everyday activities where required.
- Support people to access and participate in their local community, including travelling, shopping, managing money, developing household skills, taking part in leisure and social activities, and exploring volunteering or employment opportunities.
- Support communication, choice and participation using appropriate communication methods, braille, assistive technology and other specialist approaches tailored to individual needs.
- Follow personalised support plans, recognising progress and adapting your approach as individuals' needs, interests and aspirations develop.
- Build positive, respectful relationships with the people you support, taking time to understand what matters to them and listening to their interests, wishes and aspirations.
- Work as part of a multi-disciplinary team, sharing information and observations, and collaborating with colleagues, families, carers and other professionals to provide consistent, joined-up support.
- Promote health, wellbeing, dignity and safety, including following safeguarding procedures, using manual handling equipment safely, and working in line with InFocus policies, procedures and relevant legislation.
- Support people through periods of change and transition, working in partnership with families, community services and other professionals.
- Contribute to a positive team culture by supporting colleagues, sharing knowledge and observations, and taking part in meetings, training and professional development activities.

Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment.

Where candidates have been shortlisted for interview, we will carry out online checks to determine if there are any concerns that would make a candidate unsuitable to work with children and adults at risk.

All posts are subject to an Enhanced Disclosure and Barring check (DBS), satisfactory medical check and references. Staff have a responsibility to inform InFocus of any conviction or prosecution that occurs whilst still employed.

It is an offence to apply for this role if the applicant is barred from engaging in regulated activity relevant to children and adults at risk.

For more information, please see our **Child Protection and Safeguarding Policy and Procedures** and **Employment of Ex-offenders Policy**. You can find all our policies on our website at **www.infocus-charity.org.uk/policies**

Person specification

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This section lists the qualifications, skills, experience, knowledge and other attributes (selection criteria) which you must possess to perform the job duties.

Essential requirements

You must meet these criteria in order to be considered for this role. This will be assessed in your personal statement, during interview or during an assessment, task or test.

Education and qualifications

- Numeracy and literacy skills

Knowledge and experience

- Proven experience in delivering person-centred care, focusing on the needs, preferences, and aspirations of individuals.
- Experience in assisting individuals with personal care tasks such as bathing, dressing, toileting, and mobility support.
- Experience with administering medications and managing medication schedules, ensuring compliance with health and safety regulations.
- Experience in creating, reviewing, and following risk assessments and care plans, including reporting on progress and identifying any changes in an individual's needs.
- A good understanding of Child and Adult Protection and Safeguarding issues
- Previous experience working collaboratively with other support staff, healthcare professionals, and families to ensure the best possible care and outcomes for individuals.
- Experience in managing challenging behaviours, de-escalating situations, and responding appropriately to emergency situations.
- Proven ability to maintain accurate, confidential, and up-to-date records of care provided, including daily logs, incident reports, and care progress documentation.

Skills and ability

- Physically able to support young people, assisting with swimming, manual handling.
- Strong verbal and written communication skills, with the ability to engage with individuals and their families, as well as contribute to team discussions and reports.
- Ability to use IT systems and electronic record keeping.
- Ability to work in collaboration with and respect the contributions of colleagues and others.
- Ability to demonstrate attention to detail and accuracy.
- Able to apply learning, i.e. using intervention techniques safely.

Personal qualities

- Patient and respectful.
- Good listener and communicator.
- Reliable and adaptable.
- Enthusiastic and self-motivated.
- Creative and curious.
- Resilient and emotionally aware.
- High level of tact, diplomacy and initiative.

Desirable requirements

These criteria are those that enhance a person's capacity to do the job and are expected to be acquired once in employment.

- NVQ Level 3 qualification in Health and Social Care (or equivalent social care qualification).
- Valid First Aid certificate.
- Intervenor qualified.
- Experience of working with vision impairment.
- Knowledge and experience of working in an educational/residential care setting.
- Experience of making use of a range of communication tools.

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How to apply

If you're interested in joining InFocus but would like to find out more first, we'd love to hear from you.

You're welcome to arrange an informal chat or visit our Exeter site, where you'll have the opportunity to meet the team, explore our facilities and discover what it's really like to work here.

When you're ready to apply, simply complete our **online application form** and include a supporting statement explaining why you're interested in the role and how your experience meets the person specification.

If you need any adjustments during the recruitment process, just let us know - we're committed to making our recruitment process as accessible as possible.

We look forward to hearing from you.

Apply at: **infocus-charity.org.uk/careers/vacancy-application-form**



InFocus

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