

# Your Guide to Apprenticeships at Look Ahead

## 2017-18



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## INTERESTED IN WORKING IN SOCIAL CARE

If you're looking for a career with real heart and real potential, there's no better place to start than Look Ahead. Supporting people with a variety of needs across London and the South East, we are looking for passionate and engaging people to join our successful Apprenticeship Scheme. This is a great opportunity to begin a career in social care – getting paid while building key experience and skills. Over a set 12-month period, you will combine hands-on learning with formal vocational training. Once you have completed your apprenticeship we will work with you to explore how you can continue to build your career with us.

## INTRODUCTION TO LOOKAHEAD - OVERVIEW

Look Ahead supports thousands of people across London and the South East with a diverse range of needs, helping them to make individual choices, achieve goals and take control of their own lives by providing tailor-made support, care and accommodation services.

With the right support, we know that our customers can realise their dreams and aspirations. By encouraging individuals to identify and develop their own unique skills and abilities, we can support them to bring about positive change in both their lives and the people around them.

With over forty years in social care under our belt, we are experts by experience. Today, we are proud to be the trusted partner of many local authorities and health organisations, providing specialist support and care services for over 8,000 people with a wide range of needs, including:

- Mental Health
- Learning Disabilities
- Young People and Care Leavers
- Homelessness and Complex Needs

We also work with a range of health partners and trusts to deliver integrated health, social care and housing services.

Whether it's working with someone to achieve a positive change or providing specialist care, Look Ahead's experienced and passionate teams are committed to delivering high quality services they would be proud for their loved ones to receive.



## THE PROGRAMME

The Apprenticeship scheme with Look Ahead will run for 12 months. As an apprentice you will be training towards becoming a support worker. You will therefore be trained on all aspects of the support worker role, and given coaching and support to put the learning into practice. The aim is that at the end of scheme you should have the skills, knowledge and experience to apply for a support worker position within the organisation

The key responsibilities of an Apprentice Support Worker are below;

- Develop support worker skills under the guidance of your Manager and team members including key-working, undertaking assessment of needs/risk assessments, supporting action plans and developing links with key agencies etc.
- Attend meetings to review progress against milestone objectives
- Complete a qualification through attending workshops and work based assessments
- Adhere to Look Ahead's Policies and Procedures.
- Engage in learning and development activities to increase knowledge and skills.
- Undertake any other duties consistent with the grade and nature of the post as may be reasonably assigned.

To support you with the above, Look Ahead will provide you with;

## THE PROGRAMME - TRAINING

You will;

- Attend a workshop one day a month (for the first 5 months) studying towards your Diploma in Health and Social Care (Level 2)
- Attend specialist and skills training
- Complete the function skills qualification
- Complete the 6 day Induction to Look Ahead as part of your probation

## THE PROGRAMME – WORK PLACEMENT

You will;

- Be placed in one of our services
- Receive a full induction - the details of your role will be fully explained.
- Learn the skills required to do the job effectively, and build up responsibilities over time.
- Report to the Service Manager or Team Leader and receive regular supervision. Our Managers and Team Leaders will play a key role in inspiring, supporting and facilitating your learning.
- Have a range of milestones to complete as part of your apprenticeship

## INTRODUCTION TO LOOKAHEAD - SPECIALISMS

During the Apprenticeship you will be based at one of our services for the full 12 months. To find out more about the different specialisms we work with, please see below;

## INTRODUCTION TO LOOKAHEAD – SPECIALISMS – MENTAL HEALTH

Look Ahead is one of the largest providers of mental health supported housing services across London and the South East. We currently support over 800 people with a mental health primary support need through over 40 specialist services, supporting individuals at all stages of the mental health care pathway. Many of our services support customers who have recently spent time in hospital or who are at risk of admission, or help individuals to return from high cost out of borough placements.

We provide a range of services for individuals with varying levels of mental health need, including:

- Short-term Crisis services, providing an alternative to hospital admission
- Rehabilitation services, supporting recovery and community rehabilitation
- Forensic services for individuals with high, complex mental health needs
- Specialist dual diagnosis and personality disorder services
- Community medication management services, working alongside Home Treatment Teams
- Registered care homes, supported housing and floating support



All of our mental health services have been developed with an emphasis on [recovery](#), personalisation and outcomes.

We work in partnership with clinical colleagues, health trusts and NHS partners across London and the South East to deliver [integrated care and support](#) that meets the customers' individual needs.

## INTRODUCTION TO LOOKAHEAD – SPECIALISMS – LEARNING DISABILITIES

Look Ahead supports hundreds of individuals with learning disabilities every year. Our staff teams work closely with these customers, and their [carers and family members](#), to support them to achieve their goals and live as independently as possible, through;

- supported living settings
- residential care homes with dedicated and specialist staff teams
- floating and visiting support services
- transition services for young adults

We specialise in supporting customers with learning disabilities who may have a range of complex and multiple needs, including:

- additional disabilities including visual, hearing or movement impairments
- complex health needs including epilepsy, diabetes, dysphagia
- co-existing mental health needs
- communication difficulties or patterns or histories of behaviours that challenge



We also work with individuals who have previously been accommodated in inpatient psychiatric settings or secure forensic facilities, have a significant history of previous placement breakdown and those who may be subject to assessment of their mental capacity or the application of Deprivation of Liberty safeguards.

## INTRODUCTION TO LOOKAHEAD – SPECIALISMS – YOUNG PEOPLE

Look Ahead has over 20 years experience of supporting young people across a range of supported housing services. Experience of supporting young people with diverse needs including mental health, substance misuse, family and relationship breakdown and experiences of abuse, trauma and gang activity.

We work with young people over the age of 16 in a variety of settings including foyers, supported housing, floating and visiting support services and specialist teenage parent schemes.

We have brought this expertise to develop our new offer and range of services for care leavers and looked after children.

Our staff teams provide personalised, strengths based support that complements young people's Pathways Plans, work closely with Personal Advisors and Social Work Teams and focus their work on supporting our young customers to move towards independent living.



As part of this, our new Look Ahead Life Skills Programme focuses on building skills and confidence in the different areas professionals look at when assessing a young people's ability to live independently. This includes emotional wellbeing, skills, training and work, health, finances, relationships and their living environment.

## INTRODUCTION TO LOOKAHEAD – SPECIALISMS – HOMELESSNESS & COMPLEX NEEDS

From our 40 years of experience, we know there are many reasons why people become homeless with no one solution. These individuals often have a range of complex, inter-related needs including alcohol and substance dependence, mental and physical health conditions and histories of often complex trauma.

We therefore provide a range of services to support individuals who have experiences of homelessness, 'sofa surfing' or previous accommodation or tenancy breakdown. These include hostels, small supported housing services, specialist women's schemes and a number of floating support services. The aim of all of these services is to support people to leave rough sleeping and the streets for good, by providing them with the specialist support and stability they need to move forwards in their lives.

Drawing on our expertise from our Mental Health schemes, our homelessness and complex needs services deliver psychologically informed, person-centred support, based on our Recovery model. In addition, across our 17 accommodation-based complex needs services, we deliver Psychologically Informed Environments (PIE). This is where the overall approach, design and day-to-day running of each service is informed by the emotional and psychological needs on the individuals who live there.



## AM I RIGHT FOR LOOKAHEAD

Have you got the qualities, skills and personality we're looking for?

Answer the following questions, and see for yourself...

- Are you over eighteen?
- Have you been a UK resident for more than three years?
- Are you committed to taking on a 12 month placement?
- Are you sociable, confident and a good team player?
- Do you like working with all kinds of people?
- Are you ready to take responsibility for your own learning and progress?
- Can you stay calm under pressure?
- Do you thrive on positive change and making a difference to the lives of others?
- Are you practical and well organised?
- Have you got an enthusiastic, can-do attitude?

**Are you up for a real challenge? If so, go ahead and apply!**

### HOW CAN I APPLY – THE PROCESS

**Please note applications for the apprenticeship scheme are currently closed.**

*Applications for the next round of apprentices will be opening in **Spring 2017**. If you would like to register your interest in the scheme please email [apprenticeships@lookahead.org.uk](mailto:apprenticeships@lookahead.org.uk) with your full name, contact details and the borough you currently live in.*

#### 1. Apply online

All Applications must be submitted online and all correspondence will take place via email so you **must** have an email address.

When applications are open you can find the link at [www.lookahead.org.uk](http://www.lookahead.org.uk) Click on 'Careers' Tab and select 'Apprenticeship Scheme' on the drop down menu

#### 2. Application screening and informal interview

All applications will initially be screened by Westminster College (WKC) whom Look Ahead work in Partnership with for the Apprenticeship scheme. Successful applicants will be invited in for an informal interview with a member of WKC.

#### 4. Assessment Centre

On successful completion of the pre-employment programme, applicants will be invited to attend one of our assessment days. You will be provided with details of what to expect should you successfully complete the pre-employment programme.

#### 5. Undergo pre-employment checks

Confirmation of employment with us will be subject to a DBS (Disclosure Barring Service) check and receipt of satisfactory references

#### How can I find out more?

If you cannot find all of the information that you require on our website, please contact Cat Vezmar (Learning and Development Advisor) with any queries you may have regarding Apprenticeships:

**Email:** [apprenticeships@lookahead.org.uk](mailto:apprenticeships@lookahead.org.uk)

**Telephone:** 0207 368 4868

**\*\*Please note details may be subject to change\*\*** 9



## FREQUENTLY ASKED QUESTIONS

- **What hours will I work?**
  - *A number of our services are residential meaning that staff provide a 24 hour service to the customers within our properties on a shift basis. Therefore placements will require apprentices to work on a rota with variable shift patterns which are likely to include weekend and evening work. It is important to consider this carefully before applying for the role.*
- **What is the salary?**
  - *You will be paid a salary of £14,000 for the year*
- **How long is the apprenticeship scheme?**
  - *12 months*
- **What qualification will I be working towards?**
  - *Level 2 NVQ and Level 2 in Functional Skills*
- **Where will I be located?**
  - *You will be matched according to the vacancies that we have available in the organisation, your preferred client group, our assessment of your suitability to that project and location will all be taken into consideration.*
- **Is there an age limit to be able to apply for this role?**
  - *There is no upper age limit although we are only accepting applications from those who are over 18.*
- **When will the programme begin?**
  - *Apprentices are scheduled to start their work placements early October successful applicants will need to provide 2 references and complete a DBS (Disclosure Baring Service) check.*
- **What happens after the 12 month Apprenticeship?**
  - *By the end of the 12 months, you will have been provided with the skills and the knowledge to apply for a support worker vacancy with Look Ahead.*
- **Do I need to have any prior qualifications to do the apprenticeship?**
  - *Not necessarily but you must have one of the following:*
    - *A minimum of GCSE English and Maths Grade D-G*
    - or
    - *Equivalent qualification*
- **I have a degree can I apply?**
  - *Please note if you are educated to a degree level or higher we are unable to accept you onto the programme.*
- **I have a criminal record. Can I apply?**
  - *Having a criminal record will not necessarily bar you from working with us. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applicants from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience. If you have a conviction, you should inform us by indicating the offence on the application form. Please see **'Policy Statement on the Recruitment of Ex-offenders'** document for further information. This is located on the apprenticeships application page.*