

Your Guide to Apprenticeships at Look Ahead

2017-18



- Interested in working in Social Care 3
- Introduction to Look Ahead 3
- The Programme;
 - Training
 - Work Placement4
- Introduction to Look Ahead's Specialisms;
 - Mental Health
 - Learning Disabilities
 - Young People
 - Homelessness and Complex Needs5-6
- Am I right for Look Ahead? 7
- How Can I apply – The Process? 8
- Frequently asked questions 9

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

We're proud to be a leading provider of specialist care, support and housing services for vulnerable people.

Every year we support thousands of people 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.

We provide tailor-made support, personalised to each individual's needs.

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 trusts, providing specialist support and care services for over 6,500 people with a wide range of needs, including:

- Mental health
- Learning disabilities
- Homelessness
- Young people and care leavers

We have particular expertise in working with those with multiple and often very complex needs. We are increasingly working in partnership with health services and trusts to deliver local services that meet these needs in the community.

We employ more than 1000 people, who we have recruited on the basis of their values, experience and attitude to be part of the Look Ahead team. We hold Investors in People Silver accreditation, demonstrating our commitment to training, developing and leading our people.

Today, we provide over 100 different care, support and housing services across London and the South East including Kent, Berkshire, Hertfordshire and Bedfordshire. Our property portfolio means we can offer customers and commissioners bespoke property solutions that meet their needs.

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). Please note this may vary for services outside of London.
- Attend specialist and skills training.
- Complete the function skills qualification.
- Complete a local and organisational Induction with 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

We know that individuals with all kinds of mental health needs can and do recover – this belief is crucial to how we support people. Mental ill health affects one in four people at some stage in their lives, and people's experiences vary greatly.

We design and deliver recovery-focused and person-centred services with our health partners. We support individuals to live in the community and keep moving forwards on their recovery journey.



Across our mental health services we do this through our recovery approach, supporting each individual:

- ✓ As a whole person, with their own strengths, goals and aspirations
- ✓ To build their self-awareness, skills, resilience, confidence and hope
- ✓ To focus on physical as well as mental wellbeing through our Mind Body Matters programme
- ✓ With care and compassion, seeing beyond their clinical diagnosis
- ✓ To live a purposeful and satisfying life, that takes account of but is not limited by their needs or diagnosis

INTRODUCTION TO LOOKAHEAD – SPECIALISMS – LEARNING DISABILITIES

Many people with learning disabilities aspire to live in their own home. With the right support, this aspiration can become a reality.

We are specialists in supporting individuals with high level learning disabilities, complex needs and behaviour that challenges.

We work closely with each individual, their family and carers to identify and work towards the goals that are important to them – build independent living skills, manage and maintain their homes and become part of their local communities.



OUR SERVICES

We provide over 15 specialist services for nine local authorities and NHS Trusts, many of these are registered with the Care Quality Commission. Across these services, we work with over 350 individuals with a broad range of learning disabilities, autism and Asperger's syndrome.

We have over 40 years experience of supporting people to make choices, take control and move forwards with their lives through our Look Ahead approach, providing services that are personalised, co-produced and delivered in partnership with health.

Across our learning disability services, we do this by supporting each individual:

- ✓ Through flexible, person centred support
- ✓ In partnership with their family, carers and health partners
- ✓ Using appropriate augmentative and adaptive communication
- ✓ Using assistive technology to support greater independence
- ✓ In modern high quality accommodation, bespoke to customer needs
- ✓ To manage behaviour that challenges through our Positive Behaviour Support and Positive Relationship Management framework

INTRODUCTION TO LOOKAHEAD – SPECIALISMS – YOUNG PEOPLE

We work with young people and care leavers who for many different reasons may need extra support. They might have had problems at home, come directly from care or be escaping abuse, violence or exploitation. Others may have mental health needs, drug or alcohol issues or have offended in the past.

Whatever their background, we know that with the right support, they can go on to achieve great things.

OUR SERVICES

We have been supporting young people for over 30 years. We have experience of delivering many different types of services for young people including foyers, family mediation and respite services. Today we support over 1200 young people between the ages of 16 and 25 every year through a wide range of services.

OUR APPROACH

We have over 40 years experience of supporting people to make choices, take control and move forwards with their lives. We do this through our Look Ahead approach, providing services that are personalised, co-produced and delivered in partnership with health.



Key to our approach for young people is our new Lifeskills Programme, co-developed by our customers and staff. Mapped to the Government's Care Leavers' Strategy, it 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.

In addition, we support each young person:

- ✓ To be aspirational, encouraging them to believe they can and will succeed
- ✓ With care and compassion, building trust over time
- ✓ To build their skills, access training and get into work
- ✓ As an adult on equal terms, clear about expectations, rights and responsibilities
- ✓ To recognise and build strong, healthy and safe relationships
- ✓ Fairly and consistently, openly challenging negative patterns of behaviour

INTRODUCTION TO LOOKAHEAD – SPECIALISMS – HOMELESSNESS & COMPLEX NEEDS

We deliver services to some of the most disadvantaged and marginalised people in our communities. Many have multiple and complex needs.

People coming to us may have mental health, substance misuse or physical health needs. Many will have experienced complex trauma and abuse whilst others may have histories of rough sleeping, relationship breakdown or offending.

Wherever people may have come from and whatever their history, we work with each person as an individual, supporting them to address their needs, take control and make forwards with their lives.

OUR SERVICES

We currently support over 800 individuals every year with experiences of homelessness and complex needs, through a wide range of services.



Across our homelessness and complex needs services we do this through:

- ✓ Flexible personalised support, treating each person with genuine empathy, care and compassion
- ✓ Psychologically Informed Environments, shaped by individuals' histories, experiences and needs
- ✓ A focus on stability, building life skills and challenging negative patterns of behaviour
- ✓ Supporting appropriate move-on and ongoing tenancy sustainment
- ✓ Help to improve physical as well as mental health
- ✓ Partnership working to minimise harm, support recovery and break offending cycles

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!



'Before the scheme, I was a pub manager. I had no real experience in care and support but was keen to learn. The scheme helped me gain qualifications and two years on I am now a Team Leader, managing a team of six.' - Krystle, Team Leader and former Look Ahead apprentice

HOW CAN I APPLY – THE PROCESS

Applications for the apprenticeship scheme are open.

The information below is for the London boroughs. Please note if you are applying for a vacancy outside of London in one of our boroughs please check the website for up to date information.

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 Click on 'Work with us' Tab and select 'Apprenticeship Scheme' on the drop down menu. Or alternatively you can click on the direct link -> <https://www.findapprenticeship.service.gov.uk/apprenticeship/-145763>

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.

3. Pre-employment Programme

All successful applicants at this stage will be invited to attend a 5 day pre-employment programme. This is compulsory to continue with the interview process. We will be monitoring attendance and lateness if you are late more than once unfortunately we may have to remove your application from the process.

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

Telephone: 0207 368 4868

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

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 starting salary of £14,000. There are 4 milestones across the year which are linked to pay, providing you meet these milestones you will receive a pay increase of £1,000 per milestone please see below;*

Month	Salary
0-3	£14,000
4-6	£15,000
7-9	£16,000
10-12	£17,000

- **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 18th September. Successful applicants will need to provide 2 references and complete a DBS (Disclosure Baring Service) check. If you are placed in a CQC service we will need these documents prior to you starting.*
- **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.*