

Taking Steps To Help Change Lives

Life as a carer support worker for Crossroads Care

Are you interested in working for Crossroads Care as a carer support worker? Would you like to know a bit more about the recruitment process, the training you will receive and what you will actually do once you start work? If so, read on, as we outline the process from your initial application through to starting care work.

New Directions also caught up with a group of new carer support workers at Crossroads Care Havering. We'd like to thank Sandra, Sherrie, Janette, Sally, Nicola, Samantha, Holly and both Julies for sharing their experiences with us.

What made you apply to Crossroads Care?

"My mother-in-law said that Crossroads Care was a really nice organisation to work for and that I could get work in the evenings and at weekends."

Julie Donohugh

Crossroads Care is Britain's leading provider of support for carers and the people they care for. We work with over 35,000 individuals and their families, helping carers make a life of their own outside caring. We employ over 5,000 trained professionals, providing flexible services to people of all ages and with a range of disabilities and health conditions.

How did you hear about Crossroads Care?

"Word of mouth: a family friend works for Crossroads Care and absolutely loves her work, so it sounded interesting and enjoyable."

Samantha Main

There are 102 Crossroads Care schemes across the country. Each carries out its own recruitment of staff by advertising vacancies in the local press, on local radio and through job centres. Or go to our website at crossroads.org.uk to find your local scheme and contact them directly.

How did you find the recruitment process?

"I found the application form easy to complete. The interview was professional and very friendly."

Sandra Dawson

When you contact your local Crossroads Care scheme about a vacancy they will send you an application pack which will include the application form, information about Crossroads Care, and a job description and person specification. Shortlisted candidates will be invited to an interview at which they will be asked questions about their experience and skills. Successful applicants will be sent an offer letter which will include details about terms and conditions of employment.





How do you feel now you have started your induction? Is there anything you are worried about?

“The induction is in-depth and interesting and very supportive. It covers lots of situations. I think the role of carer support worker will be varied and different. I’m worried about the first visits but I think shadowing will help.” **Nicola Burnell**

The induction for carer support workers will include training on Crossroads Care’s values, health and safety, the code of personal conduct, the nature of personal care and the skills required, terms and conditions of employment, communication skills, confidentiality and quality assurance.

What have you covered during your induction? What did you enjoy most?

“Everything plus more! Policies, procedures, different types of disabilities, diseases, syndromes and conditions, paperwork and how to keep myself and my client safe.” **Nicola Burnell**

What parts of the induction did you find difficult?

“Getting to know the timesheets and all the forms.” **Sherrie Gardener**

How do you feel now you are about to start working with Crossroads Care clients?

“Very excited, however, a little nervous. Looking forward to hopefully making someone’s day a little less stressful.” **Sally Bannocks**

What ongoing support will you get from your local Crossroads Care office?

“Regular training, and I look forward to progressing in this career. There is support from office staff as well, so I always have someone to call if a problem arises.” **Holly Bains**

Carer support workers will have regular training to help them maintain and develop their skills. Each carer support worker will meet with their line manager on a regular basis to discuss their work and review their training needs.

Could you tell us a bit about your work? How many clients do you have and how many hours a week do you work?

“Five clients and I work around 20 hours. All of my clients have different needs. Some stay at home where I keep them company and others I take out so they can enjoy going to the park or shops.”

Julie Smith



Can you tell us a bit about your clients?

“One is five years old and is a pleasure to work with. He really craves the one-to-one attention and his family are really nice too.”

Samantha Main

All local Crossroads Care offices provide breaks for people who are carers. Some also have contracts to work with specific groups, such as people with dementia, learning disabilities, Parkinson’s disease and multiple sclerosis, and children with disabilities.