



December 2021

Dear *Applicant*

ASSISTANT WARDEN, TENANT SUPPORT, RELIEF COOK, ON-CALL COVER

Thank you for your interest in one or more of the following part-time or casual positions:

- Assistant Warden/Relief Warden
- Tenant Support
- Relief Cook
- Overnight on-call cover from home.

All of these roles report to the Scheme Manager who leads the day-to-day provision of services for Tenants but the operation of the scheme is very much a team endeavour supported by part-time staff members as well as a volunteer Board of Management.

You may apply for one or more of these roles. We are hoping to expand our flexible team to help ensure that we are able to cover staff absences (e.g. due to leave or sickness). There is some level of flexibility in the pattern of work and if selected for interview, we will discuss your availability to enable us to offer a pattern of work that as far as possible meets the needs of Gatesfield, our existing staff and you as a new member of the team.

I enclose:

- Some background information about Gatesfield Quaker Housing Association;
- A job description for each of the four roles;
- An application form.

Please return the completed Application form to:
Job Application, Gatesfield Quaker Housing Association,
New Road Windermere LA23 2LA
by 23rd December 2021.

Applications can also be submitted by e-mail to apply@gatesfield.org.uk

Your sincerely

Joyce Hawthorn
Chair
chair@gatesfield.org.uk
www.gatesfield.org.uk

Background Information

Gatesfield's values

The late Stanley and Emily Davies left their house and grounds to the Religious Society of Friends (Quakers) to provide housing for older members of the Society and others in need of such accommodation. Gatesfield Quaker Housing Association was formed and nearly 40 years on, the Association provides sheltered housing for both Quakers and non-Quakers.

At the core of the service provided by Gatesfield is the belief that, unless so doing would represent a risk to themselves or others, our Tenants should be able to remain at Gatesfield for as long as they would like to do so. Although for some of our Tenants a move to a nursing home might become necessary, it is our aim and commitment to explore all other options that can enable them to continue to live at Gatesfield as independently as possible for as long as possible, if that is their wish.

Qualities of the our staff

Maintaining a distinctive approach requires staff that fully support this vision and have the drive and skills to make it a reality. In the Scheme Manager and our Assistant/Relief Warden roles, we are looking for an empathetic, caring person who not only understands the mental and physical health challenges faced by many older people, but who possesses the personal qualities to support Tenants, some of whom may be facing, for example, dementia, depression and/or mobility problems.

Some of the key qualities we will be looking for are:

- Ability to organise - people - activities - time
- Ability to maintain a good professional involvement with all our Tenants - warm and friendly but not 'friends'
- Someone who can be assertive and confident even if they don't always feel it.
- Able to encourage independence (even when it's easier to do it yourself)
- Someone who is fair and non-judgmental
- Ability to 'keep it fresh' – someone with ideas to innovate

The Gatesfield Team

The Scheme Manager is key to the operation of the Association and is supported in the role by a team of part-time and assistant wardens who together enable us to provide a member of staff on duty 9am to 5pm, 7 days a week and an on-call team outside these hours. We also have Administrative support, a Cook, a Cleaner, a Gardener all of whom are part-time. There is also a committed team of volunteers.

History of the Association

Stanley and Emily Davies gave the things they loved the most, their house and garden, on which they had lavished so many years of skill and care, to provide security and pleasure to those in need of a sheltered home. This gift was offered to the community from their Quaker belief in the stewardship of possessions, and in service to others. We have been entrusted to continue this spirit of service and loving concern for those in Gatesfield and beyond.

Stanley Webb Davies was born in Darwen, Lancashire and attended Quaker schools at Sidcot and Bootham where his talent for working with wood was encouraged and developed. After graduating from Oxford he went into the family mill but left in order to fulfil his talents for creating designs and working with wood. After training under the guidance of Romney Green, a distinguished craftsman in Christchurch, he set up his own business in 1923.

With the help of his father he bought a piece of scrubland in Windermere on which he built his workshop (a building we have recently converted into three additional flats). In the same year he married Emily Alice Thomas, the daughter of a well-known Sheffield surgeon, and together they planned their new home.

Emily's gentleness and love for creatures was reflected in the name that they chose 'Gatesfield' – a shelter for small animals. Both the workshop and the house were built entirely from the rock on the site, as the different levels in the garden indicate. The house was designed and built to their highest standards. Both the staircase, hall and rooms show their creative flair for working with wood. Emily's sense of humour can be seen in the carving near the hatch in the common room where two workmen are portrayed climbing ladders with buckets and hods of stone.

Above the front door Stanley carved a panel bearing the words 'Goodwill subdues violence as water quenches fire', words taken from a stained-glass window at the family home in Darwen. Carvings above the outside lower windows showing sea horses, fish, owls, pheasants and rabbits are Emily's work.

With the house finished in 1926 they then turned their attention to the garden. Apart from the large oaks and firs, every tree and shrub in the garden was planted by them, bearing in mind the species which attracted red squirrels and the greatest variety of birds and butterflies. The garden also contains many rhododendrons including the Rothschild collection, azaleas, rare trees, shrubs and ferns. Originally a glimpse of the Lake and the Langdale Pikes was visible from the upstairs bay window.

Emily tamed squirrels and owls to come to her window to be fed by hand and they kept hens, budgerigars and two geese. A diary was kept of the dates when birds returned to the garden in spring and when flowers came into bloom.

So they lived in a house built with loving care, a haven of peace and tranquillity not only for wildlife but also their friends and relations during their forty nine years of happy marriage.

It was their dearest wish that this house and its grounds should be left to their Quaker friends to give them the opportunity to live in and enjoy the peace of the surroundings, which they had so lovingly created.

They would be delighted to see that their dreams have come true.

Accommodation

The sheltered housing consists of ten ground floor and nine first floor unfurnished flats, each with a separate external entrance and recently we have added three new flats following the conversion of the building adjacent to the site entrance. The ground floor of the main house is given over to communal space for meals, meetings and other social activities. Tenants also have access to the gardens and the facilities of a craft room and a laundry. Guest accommodation is available for a nightly charge.

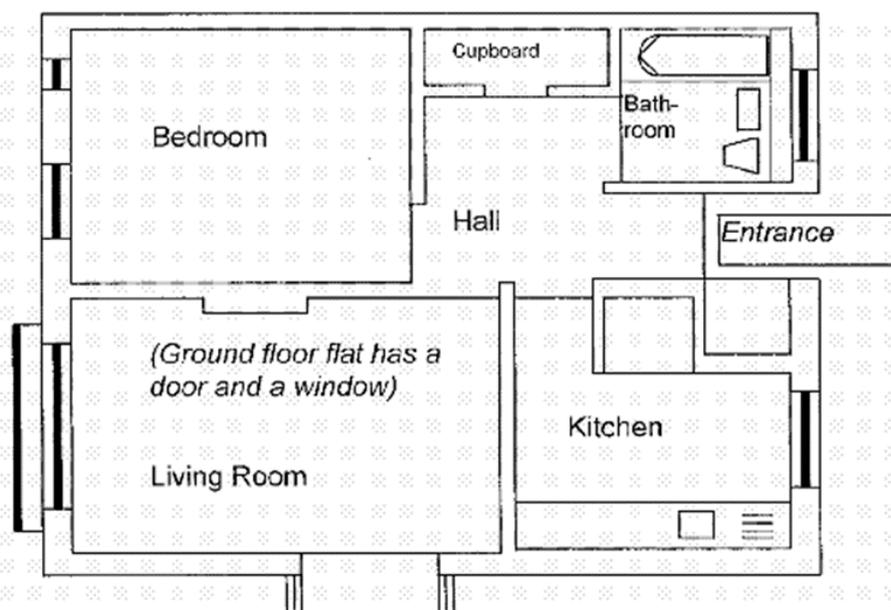
Flats

Each flat consists of a living room, bedroom, kitchen, and a shower room, plus hall and storage cupboards and is large enough for one or two people. Central heating is by gas, and cooking by electricity, both services being individually metered. All flats are wired for telephones, have a communal TV aerial and Satellite Dish, and are fitted with a warden call system. There are also parking spaces for a limited number of cars.

Plan of a typical Gatesfield Flat with Approximate Sizes:

Living Room 16' 9" x 9' 6" (5.11m x 2.90m), Bedroom 13' 6" x 9' 6" (4.12m x 2.90m)

Kitchen 10' 2" x 9' 6" (3.10m x 2.90m)



Two views of a typical Living Room



Kitchen



Shower Room



Bedroom

Common Room

The Common Room in the Main House serves a variety of functions:

- It is the Dining Room for lunches Monday to Friday
- It is a general Social Room
- It is the Meeting Room for Meeting for Worship on Sunday mornings Windermere Local Meeting of the Religious Society of Friends (Quakers) to which all are welcome
- It is also the room where all Board and Committee meetings are held
- With the tenants' approval it may be used for other activities
- It contains a good library of fiction, non-fiction, and reference books and a TV.

Craft Room

The Craft Room is another common room, a place to work on hobbies, or to share skills with others

Laundry

The Laundry adjoins the Main House and contains two washing machines and two tumble driers. Some tenants prefer to book a regular weekly session to use the machines; others find it more convenient to take "pot luck", as the machines are not much used in the afternoons. The staff are always on hand to assist.

Garden

The Garden at Gatesfield is almost two acres in extent, with an excellent collection of shrubs, as well as rockeries and many mature trees. Exploring it at different times of year, along its wandering paths, or sitting in one of its four very different lawn areas make it a constant delight to tenants. The gardens are maintained by a part-time gardener supported by an enthusiastic team of garden volunteers.



Tenants may undertake care of a part of the garden should they wish, by arrangement with the Scheme Manager.

Tenancy

The Association aims to meet local Sheltered Housing needs by offering rented accommodation to older people normally drawn from the local area. Flats are allocated based on a 'needs based assessment' and there is no requirement for (or weight given to) any connection with Quakers. Given the heritage of the scheme, however, it attracts applications from Quakers and a significant number of our present tenants are Quakers.

Tenants are only allowed to keep pets with the prior permission of the Board of Management.

A Meeting for Worship of the Religious Society of Friends is held in Gatesfield House each Sunday at 10.30am, to which tenants and the public are welcome.

Tenants

New tenants are expected to be completely independent, which means in the simplest terms that they should be able to:

- Manage their own financial affairs (or have help)
- Keep their flat clean (or have help)
- Manage their personal care (or have help)
- Cope with their laundry (or have help)
- Manage medication without aid or confusion (or have help)

Tenants are expected to furnish their own flat, which is to be kept in good decorative order at their own expense.

Two sponsors are required to signify their willingness to accept responsibility for the welfare of the tenant. In particular, if the tenant loses their independence to a significant degree, and

if the Board of Management so desires, the sponsors will be required to help them to find more suitable accommodation elsewhere.

Eligibility Criteria

These flats were built as retirement homes for the active elderly. Applicants should be in that category and be in need of this specific type of accommodation. The following will be taken into account when selecting a tenant:

- The suitability of their present accommodation
- Social Need - loneliness, isolation, etc
- Degree of independence and the capacity to look after themselves
- The ability to live amicably and contribute constructively to the community

Rents

Rents are fixed annually by the Association. The Wardening and most communal services such as the maintenance of the grounds, weekly transport to the local supermarket, the cleaning of common spaces and the external windows, use of the laundry, external lighting and all insurances except contents insurance for the flats are included.

Support Services for Tenants

The Scheme Manager or a deputy is on duty from 9.00am to 5.00pm every day to assist tenants and to provide or seek such help as may be necessary. Outside of these hours, emergency response is provided by our own out of hours, on-call team. The Scheme Manager or a deputy is required to contact each tenant every morning on the warden call system to make sure of their welfare. Gatesfield supported by care providers has been recognised by the County Council as providing support for tenants on a par with 'Extra Care' accommodation.

Shopping

For the convenience of tenants, the Association runs a free taxi service to Booths supermarket once a week.

Window Cleaning

The external windows are cleaned every two months as part of the service provided.

Lunches

Reasonably priced midday meals are available every weekday and are ordered on the previous day. A choice of two main dishes (one vegetarian) are provided plus a lighter option and a sweet. Special diets may be catered for, and guests are always welcome.

Tenant Support Service

We offer a Tenant Support service available to tenants needing help with tasks around their home. We can provide support with regular or occasional tasks such as light housework, laundry, paperwork, sorting cupboards, outings, shopping etc.

Activities

In consultation with tenants a social programme is organised throughout the year.

Tenants' Meeting

A tenants' meeting is held every two months. Tenants are encouraged to attend this meeting, which is an opportunity to plan social events, initiate activities or discuss issues affecting our community.

Guest Room

Limited guest accommodation is available and is booked for a small charge, via the Scheme Manager.

Out of hours cover

We have a warden on duty seven days a week from 9am to 5pm. Outside these hours, the warden call system is linked to a call centre which responds in the first instance to any 'emergency' calls from our tenants. The response will depend on the nature of the call and could range from simple reassurance to calling out the emergency services. In most cases, however, a member of our on-call team will respond. Every night of the year, we have a member of staff on-call from home (for which an allowance is paid). In the relatively rare event of a call out, the member of staff is paid at their normal hourly rate for the duration of the call-out plus 1½ hours.

Gatesfield at Home

For prospective tenants on our waiting list and other in the community, we offer a service called 'Gatesfield at Home', where a person can have a community alarm installed by Gatesfield linked to the same call centre as our Warden Call system to alert friends or neighbours if the person requires help. They are also invited to join in Gatesfield social events and, depending on the level of service they opt for can include regular welfare visits by a member of the Gatesfield Team

JOB DESCRIPTION

JOB TITLE:	Assistant Warden
LOCATION:	Gatesfield Quaker Housing Association, New Road, Windermere
RATE OF PAY:	£11.87 per hour weekdays (£14.84 per hour at weekends)
REPORTING TO:	Scheme Manager
HOURS:	7½ hours per week + cover for leave by other staff (paid as overtime)

Staff work as members of a team and are therefore expected to help each other as need arises.

MAIN JOB OUTLINE

Purpose:

To ensure the delivery of a high standard of service to tenants of Gatesfield Quaker Housing Association and to promote life-long independent living.

Main Duties and Responsibilities:

The Assistant/Relief Warden has principal responsibility for the operation of the services when on duty

A) Tenant welfare

- Ensure a morning call to all tenants and daily visit to frail and sick tenants
- Respond to and deal with alarm calls, emergencies and short-term care needs
- Ensure the personal needs of frailer and sick tenants are met by engaging the appropriate help
- Be alert to the mental and physical health needs of tenants
- Liaison with statutory and voluntary agencies and family and friends of tenants, as necessary to ensure care needs of tenants are met.
- Be available to play a listening/advisory role
- Arrange and facilitate social events
- Keep in touch with various tenant activity groups
- On weekdays, cover at lunch including setting tables, serving lunch, escorting frailer tenants and clearing the dining room
- Ensure Common Room is set up for Quaker Meeting on Sunday

B) 'Gatesfield at Home' - Outreach Service – providing support for older people living in the community in their own home.

- In liaison with the Scheme Manager, promote the 'Gatesfield at Home' service
- Participate in the assessment of applicants for the service
- Very occasionally you may be required to make visits to service users in the community in accordance with the individual's service plan

C) Finance and Administration

- Manage booking and invoicing for the Guest Room, tenants' meals and other services
- Deal with the post and with telephone contacts
- Deal with callers and with prospective tenant enquiries

D) Site Management

- Respond to site emergencies when on duty
- Ensure the communal and external areas are kept clean and safe (which could include gritting paths and clearing leaves)

Site management is primarily the responsibility of the Scheme Manager, but if you were covering the absence of the Scheme Manager for an extended period, you may be required to:

- Manage health and safety including when contractors are on site
- Carry out regular fire practice drill
- Ensure regular testing of fire and smoke alarms and of Warden Call System
- Manage regular services, such as the gardeners and window cleaners
- Manage routine maintenance and arrange annual servicing
- Arrange for minor repairs to be undertaken and ensure waste recycling
- Manage routine maintenance and arrange annual servicing

E) Develop and maintain relationships with external agencies

- Maintain good working relationships with relevant statutory agencies
- Communicate with other relevant organisations and charities to enable knowledge and experiences to be shared for the benefit of Gatesfield

F) Management

- Carry out other tasks at the request of the Board of Management
- Assist with the organisation of training (e.g. safeguarding) and any other events (e.g. away day) for Board members and others
- Participate in regular supervision with the Scheme Manager

G) General

- Attend staff meetings when required
- Participate in regular supervision sessions with Scheme Manager
- Participate in in-house and external training courses as required
- Be alert to, and ensure that Health and Safety practices are adhered to at all times
- Any other duties in line with the post as required by the management

JOB DESCRIPTION

JOB TITLE: Tenant Support

LOCATION: Gatesfield Quaker Housing Association, New Road, Windermere

SALARY OF POST: £9-90 per hour

REPORTING TO: Scheme Manager

HOURS: Typically 4-6 hours per week

Staff work as members of a team and are therefore expected to help each other as need arises.

MAIN JOB OUTLINE

Purpose:

To provide domestic help of a high standard to tenants of Gatesfield Quaker Housing Association.

Main Duties and Responsibilities

A) Tenant support

- To provide light housekeeping duties for individual tenants in their own home.
- Assist individual tenants with laundry, using the onsite laundry room.
- Assist individual tenants with shopping.
- Accompany individual tenants with paperwork / telephone calls.
- Assist if required with serving lunch in the communal dining room.
- Assist with correspondence
- Providing a listening, advisory role
- Carry out any other task agreed between the tenant and the Scheme Manager

B) General

- Attend staff meetings when required
- Participate in regular supervision sessions with Scheme Manager
- Participate in in-house and external training courses as required
- Be alert to, and ensure that Health and Safety practices are always adhered to
- Any other duties in line with the post as required by the management

JOB DESCRIPTION

JOB TITLE: Relief Cook

LOCATION: Gatesfield Quaker Housing Association, New Road, Windermere

SALARY OF POST: £9.90 per hour

REPORTING TO: Scheme Manager

HOURS: To provide cover during absence of our cook (typically 30 days per year, 5 hours per day)

Staff work as members of a team and are therefore expected to help each other as need arises.

MAIN JOB OUTLINE

Purpose:

To cook nourishing lunches for tenants and guests of Gatesfield (when the Gatesfield Cook is on Annual or sick leave)

Main Duties and Responsibilities:

A) Meal provision

- Prepare and serve a well-balanced two-course meal with a vegetarian alternative plus tea/coffee on three days and a two course snack meal plus tea/coffee on one day, for tenants and guests who have previously ordered a lunch
- Plan a varied well balanced menu, taking due account of budgetary constraints
- Prepare weekly menus in advance and post on the scheme notice board
- In liaison with the Cook, order food and kitchen supplies
- Keep an account of all purchases
- Maintain the cleanliness of the kitchen and equipment in accordance with Health & Safety Regulations and Gatesfield's 'Kitchen Cleaning Schedule'
- Adhere to Food Hygiene and Health & Safety standards, in the preparation and serving of all food.
- Keep up to date with current Food Safety Regulations
- In liaison with the Cook, carry out regular stock taking of store cupboards and freezer
- Prepare extra items for special events as requested by the Scheme Manager
- Consider ways to develop and improve the service
- Maintain a high standard of cleanliness and food hygiene in the work area.

B) General

- Attend staff meetings when required
- Participate in regular supervision sessions with Scheme Manager
- Participate in in-house and external training courses as required
- Be alert to, and ensure that Health and Safety practices are always adhered to
- Any other duties in line with the post as required by the management
- In exceptional circumstances, to act as a relief warden, responding to emergency alarm calls and telephone calls in the absence of a warden

JOB DESCRIPTION

- JOB TITLE:** On-Call cover from home
- LOCATION:** On-call from home, responding to Gatesfield Quaker Housing Association, New Road, Windermere
- SALARY OF POST:** On call allowance (paid when you are the designated on-call staff member whether or not you are actually called out) £14.03 per night (Mon – Thurs) or £17.54 per night (Fri to Sun)
- When called-out, you are paid £11.87 per hour weekdays (£14.84 per hour at weekends) for the duration of the call-out rounded up to the nearest ½ hour + 1½ hours.
- REPORTING TO:** Chair of Board of Management
- HOURS:** On call 5pm to 9am (days by agreement)

Staff work as members of a team and are therefore expected to help each other as need arises.

MAIN JOB OUTLINE

Purpose:

To respond to tenants outside office hours if called by the call centre.

Main Duties and Responsibilities:

A) Tenant welfare

- To respond and attend site when called by our call centre.
- Assist the tenant calling with whatever 'emergency' has arisen. Examples may be:
 - Tenant has locked themselves out
 - Problems with a central heating system or appliance
 - Problems with an alarm (e.g. smoke alarm)
 - Tenant may have fallen or be taken ill and need assistance/reassurance

Note: you are not expected to provide personal or nursing care to tenants, but could, for example, be expected to provide reassurance etc while awaiting an ambulance.

B) General

- Attend staff meetings when required
- Participate in regular supervision sessions with Scheme Manager
- Participate in in-house and external training courses as required
- Be alert to, and ensure that Health and Safety practices are always adhered to.
- Any other duties in line with the post as required by the management