

# Get into social care



# Who we are

We're Nottingham Community Housing Association, known to many as NCHA. We offer housing and care and support services across the East Midlands.

## Key things to know about us:

- We've been around since **1973**
- Over **1,200** people work for us
- We own and manage over **10,000 homes**
- We house more than **20,000 people**
- We work in **Nottinghamshire, Derbyshire, Lincolnshire, Leicestershire, Northampton and Rutland.**



## Caring

We care about what we do and the way we do it.



## Learning

We learn, improve and change to deliver great services.



## Enthusiastic

We are engaged and motivated to make a difference.



## Accountable

We are answerable for what we do and don't do.



## Resilient

We are ready to respond to opportunities and challenges.

In 2020/21 we provided over one million hours of care and support to vulnerable adults. What we do makes a difference to so many people's lives.

## Our values

Our values are CLEAR.

We're proud of what they represent and they influence everything we do at NCHA.

# We care

**We offer support packages to people in their homes, in the community and people in our 60+ supported living homes.**

## Our work covers:

- Autism and Asperger's
- Domestic abuse
- Homelessness
- Learning disabilities
- Mental health
- Older people
- Physical disabilities
- Young people.

## Why we do it

The support we offer changes people's lives and the lives of their friends and family too. People have great things to say about our social care teams...



**You've all been fantastic throughout the pandemic and supported us. You've made us feel safe, nothing was too much trouble.**

Resident, Short-term homelessness service



# Why work for us

**We look after our colleagues and their wellbeing is important to us. Without the dedication of our people we can't deliver great social care services.**

## **Working with us gets you:**

- **A workplace pension**
- **36.5 days annual leave**
- **Flexible working hours**
- **Free healthcare cash plan**
- **Increasing salary increments**
- **Free on the job training and qualifications**
- **Access to cycle to work and discounted bus pass schemes.**

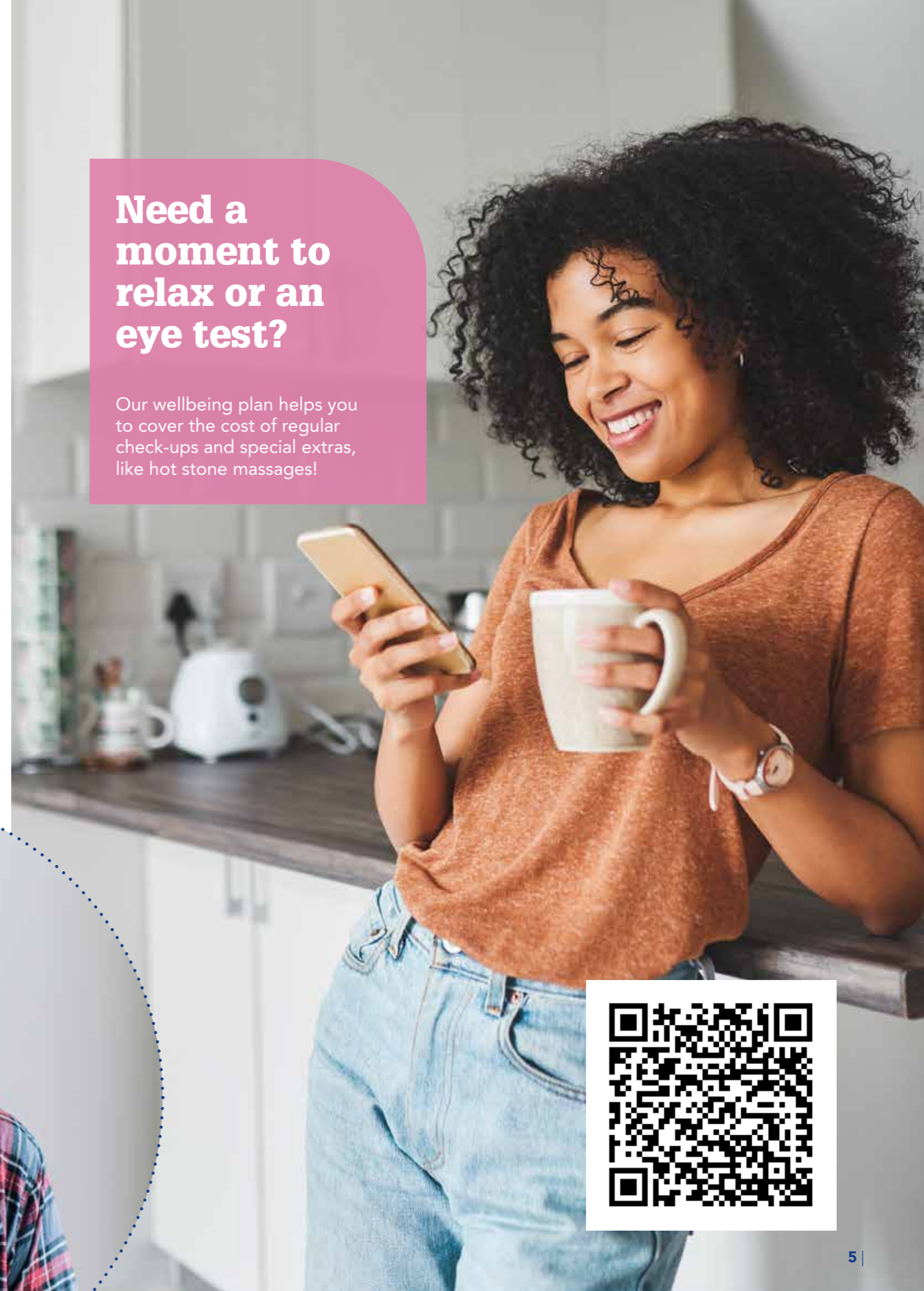
If you're looking for somewhere that values its colleagues you've come to the right place.

**Find out more about how we reward our colleagues.**



## **Need a moment to relax or an eye test?**

Our wellbeing plan helps you to cover the cost of regular check-ups and special extras, like hot stone massages!



# Our people

**Our colleagues are our most valuable resource and we strive to create a positive working life at NCHA. We provide a real chance to grow with opportunities for learning and development.**

**Jess shares her journey to becoming Assistant Manager at the young person's service that once supported her:**

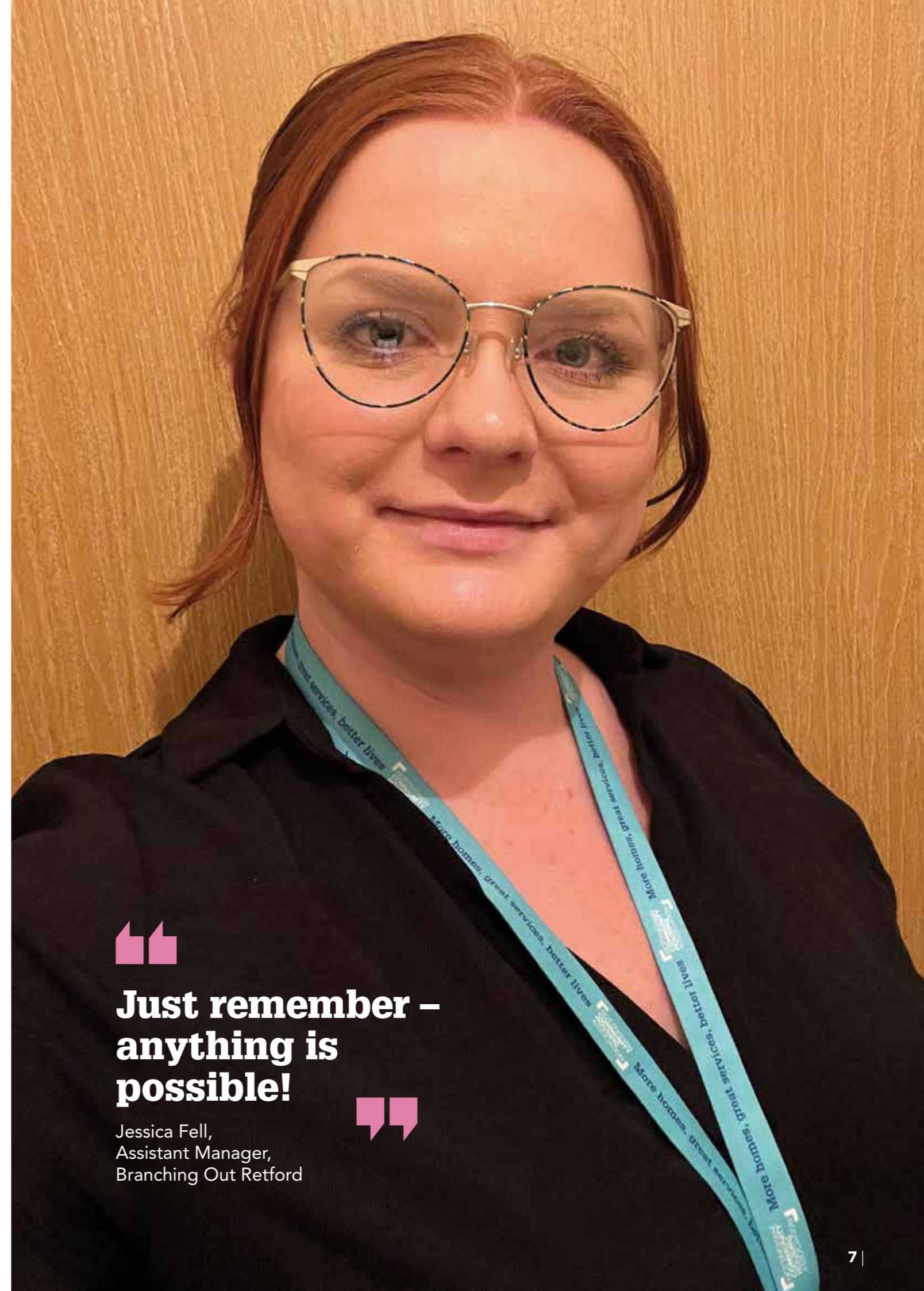
"Back in 2012 I found myself in need of the services that NCHA provide. I'd just left school and due to a family breakdown was in need of supported accommodation. Whilst getting help I saw the amazing work that support workers were doing and thought 'wow I want to do that one day.' While building up my life skills and learning to manage a tenancy by myself, at 17 I secured an apprenticeship with NCHA to work in a young person's supported housing service. After completing the apprenticeship and moving on in my personal life, I remained with NCHA doing various admin roles.

"Realising I craved the environment of working hands-on with the young people NCHA supports, I applied for a support worker role at Branching Out Newark. I was successful and I threw myself into learning new skills, training and working with young people. It was a poignant stage in my working life as only a few years earlier I was on the receiving end of the support I was now providing. Without the encouragement and motivation from my manager, I wouldn't have been achieving what I wanted to at the time. Funnily enough, she was the manager of the service when I was a customer, so to have her on this journey has been incredible.

"I stayed as a support worker for many years, building up the knowledge and confidence to push myself further and work in different areas of social care. In April 2021, an opportunity came up for an assistant manager at Branching Out Retford, working closely with my old manager and the service I enjoyed working at. I got the job, and now I'm back in the midst of NCHA continuing my career.

"I had no experience of managing a team, but I already had a knowledge of the service, NCHA's CLEAR values and the needs of the young people. An advantage of being a support worker is you can see how quality management can impact the service as a whole, and without observing the work that my manager did, I wouldn't be able to do the role I am in today. I feel confident, settled and have a great team around me that I now manage. With the relevant training, leadership and guidance I'm confident that I will flourish in my role as Assistant Manager."

**Hear more from our colleagues.**



**Just remember – anything is possible!**

Jessica Fell,  
Assistant Manager,  
Branching Out Retford

# What our colleagues say about working in social care



**I like meeting people from all sorts of backgrounds and helping them to find safe and secure housing. I feel like I'm giving something back and being part of my community. I thought I'd be here for two years, 12 years on I'm still here.**

Carla,  
Support Worker



**"I am treated with respect and we make a difference to people's lives."**

Sam,  
Homelessness Prevention  
Service Manager



**"I like to help people and make them feel happy."**

Enoch,  
Support Worker



**"NCHA is a great company with good morals. You feel like you're making a change."**

Lee,  
Assistant Rota Coordinator



**"Working in care is an incredibly rewarding experience and a great privilege to be able to help people live their lives."**

Mark,  
Support Worker



**I've been working for NCHA coming up to three years. I've completed an NVQ Level 3 in Adult Social Care and I'm currently waiting to do a Level 4. Whilst working at NCHA I've been able to build myself up in what I want to do. I feel valued – NCHA are always checking in to make sure we're ok.**

Aiesha,  
Support Worker



# Opportunities for you

**There are many ways for you to gain experience in social care with NCHA. From paid roles to work experience, you'll get the support you need to develop.**

## Jobs with career development

We have job vacancies for support workers, which can provide you with a way to start your career and earn while you learn. This includes, full-time, part-time and zero hour contracts, which allow you to work more flexibly.

We provide an extensive training programme in health and social care and the opportunity to complete a qualification relevant to your job.

We're looking for people with the right values. It's not about your experience, it's about how you bring your personality to the role.

## Apprenticeships

We offer apprenticeships in housing, social care, building trades and business administration.

We work in partnership with the National Apprenticeship Service and local colleges to offer tailor-made opportunities across our organisation.



**For details on our vacancies and apprenticeships visit [www.ncha.org.uk/jobs](http://www.ncha.org.uk/jobs)**



## Volunteering and work experience

Volunteering or doing work experience at one of our services is a great way to get a feel for social care.

### We support volunteers with:

- Training and induction
- Support and supervision
- Reimbursing necessary expenses
- Giving references for future work.

### Our core training programme for volunteers includes:

- Equality, diversity and inclusion
- Confidentiality and data protection
- Safeguarding
- Health and safety
- Professional boundaries.



We also provide work experience opportunities for school pupils and college/university students. To find out more about these opportunities email or call us on the details below.

@ [volunteering@ncha.org.uk](mailto:volunteering@ncha.org.uk)

📞 0345 650 1205

# Getting in touch

If you want to know more, feel free to contact us:

- 📞 0345 650 1205
- @ hr@ncha.org.uk
- 🌐 www.ncha.org.uk



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