



**Creative Support Ltd, Head Office**

Wellington House  
131 Wellington Road  
Stockport  
SK1 3TS

Tel: 0161 236 0829  
Fax: 0161 237 5126  
recruitment@creativesupport.co.uk  
www.creativesupport.co.uk

**Relief Support Worker**

**Reference: 65782**

**Lancashire Intensive Support Service**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

**Closing Date: 07 August 2024**

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.

Yours Faithfully

**Recruitment Department**

**All employees are subject to enhanced DBS checks**



Authorised by:		Date Authorised:		Page Number:	1

## **JOB DESCRIPTION – RELIEF SUPPORT WORKER**

### **Lancashire Intensive Support Service**

**Hours:** Zero hours, relief basis

**Responsible to:** Relief Staff Team Leader

#### **The Role:**

To provide individualised person centred support to people with learning disabilities, mental health needs and complex behaviours within a forensic specialist service in the Lancaster area; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

#### **Main Responsibilities/Duties**

1. To develop and sustain warm and trusting relationships with service users.
2. To promote the self-esteem, happiness and emotional health of service users.
3. To respect the person's right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes.
5. To respect and promote the rights and entitlements of people with learning disabilities, and to enable them to participate as fully as possible in their communities.
6. To be responsive to the individual needs of service users within the framework of their Person Centred Plans and to respond flexibly to changing needs.
7. To be fully aware and adhere to the ethos and principles of Creative Support, to enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
  - Social skills/relationships
  - Personal care & hygiene
  - Daily living skills
  - Using community resources and facilities
  - Social, leisure and work activities
  - Self organisation and coping abilities
  - Personal safety
8. To achieve this through the provision of practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback with the aim of service users' becoming less dependant on paid, formal support.

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>2</b>

9. To understand the critical importance of behaviour management guidelines as defined by a multi-disciplinary team and to follow and facilitate close adherence to these guidelines. To lead and be part of a core team offering cohesive and consistent practise at all times.
10. To work closely and in consultation with a multi-disciplinary clinical team in the development of the support model and staffing structure including incident analysis, risk assessment, understanding and facilitating behavioural guideline and staff selection and training.
11. To offer positive behaviour support to individuals who express their frustrations and needs through challenging behaviour by using appropriate strategies, inclusive of CITRUS techniques, management protocols and guidelines agreed with the multi-disciplinary team.
12. To complete incident reports of staff members who have been involved in incidents which have required the use of CITRUS strategies or techniques.
13. To monitor, review and evaluate individual protocols for people with complex needs in line with the person centred plan.
14. To work within a core team of people offering specialist support within a challenging setting do so in a way which is consistent and cohesive and in line with clinical team instruction and direction.
15. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
16. To support people to enjoy a wide range of activities within their home and community which meets their needs. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.
17. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
18. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
19. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
20. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and the Service Director is informed promptly.
21. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Tameside's Council's safeguarding policy and procedures and to report

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>3</b>

any concerns regarding vulnerable adults or children with immediate effect to the Council, the Project Manager and the Duty/On Call Manager.

22. To follow Health and Safety guidelines carefully and to alert the Project Manager and Health and Safety Manager immediately of any concerns in relation to Health and Safety issues.
23. To contribute to project records and individual case files.
24. To carry out and record all financial transactions involving service users within agency guidelines.
25. To carry out general administrative duties, housing management tasks and services as required.
26. To contribute to service users' reviews, through the provision of verbal and written reports and within supervision and team meetings.
27. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.
28. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard
29. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies and report to manager.
30. To submit accurate timesheets weekly.
31. To accept support, supervision and guidance from senior colleagues.
32. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
33. To comply with and to implement the Equal Opportunities Policy.
34. To maintain confidentiality at all times, in accordance with the agreed policy.
35. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.
36. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
37. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
38. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>4</b>

which will include moving and handling and will involve supporting people with personal care needs.

- 39. To have the ability to work creatively during a shift as there is an expectation to work in different areas with different people in line with the Just Enough Support principles.
- 40. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.
- 41. Any other duties as required

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>5</b>

**JOB DESCRIPTION – RELIEF SUPPORT WORKER****Lancashire Intensive Support Service**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential /Desirable</b>
1	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with a learning disabilities, mental health needs and complex needs	Interview	Essential
2	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with learning disabilities, mental health needs and complex needs	Application & Interview	Essential
5	Good written communication skills	Application & Interview	Essential
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own homes and in the community	Interview	Essential
8	Ability to demonstrate initiative, self motivation and resourcefulness	Interview	Essential
9	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
11	Understanding of the Creative Support ethos and principles and ability to put these into practice.	Application & Interview	Essential
12	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
13	Ability to provide emotional and practical support to service users	Interview	Essential
14	A non judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviour inclusive of the implementation of CITRUS techniques when required.	Application & Interview	Essential
15	Ability to be trained and use CITRUS breakaway and physical intervention techniques if and when required. Applicants must be physically fit and able to perform these techniques in line with the techniques requirements	Application Form, Pre-emp Forms & Interview	Essential
16	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required.	Application Form, Pre-emp Forms & Interview	Essential
17	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
18	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>6</b>

19	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
20	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)	Application & Interview	Desirable
21	The ability to serve as a professional role model to colleagues	Interview	Essential
22	Experience of supporting people with learning disabilities	Application & Interview	Essential
23	Experience of supporting people with complex health needs (PEG / Epilepsy)	Application	Desirable
24	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
25	Possession of NVQ / DipSW or other relevant social care qualification	Application	Essential
26	Good standard of general education	Application	Essential
27	Willingness and ability to work flexibly to meet the needs of the individuals and the service, inclusive of sleep in duties	Application & Interview	Essential
28	Willingness to attend training courses and events	Interview	Essential
29	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
30	Willing to participate in regular supervision with line manager	Interview	Essential
31	Willingness and ability to participate in Out of Hour on call duties	Application & Interview	Essential
32	Possession of clean driving license and willingness to drive service user vehicles	Application & Interview	Desirable

## **TERMS AND CONDITIONS – RELIEF SUPPORT WORKER**

### **Lancashire Intensive Support Service**

#### **Pay Structure:**

**£11.90 per hour**

#### **Sleep-Ins:**

Support Workers may be required to undertake sleep-ins. Where sleep-ins are undertaken by Support Workers/Supported Living Workers these are paid additionally per sleep-in, over and above the salary for the employee's contracted hours on the basis of the relevant National Minimum Wage (NMW) or National Living Wage (NLW).

#### **Hours of Work:**

As required on a relief basis (i.e. on a non-contracted basis)

#### **Bank Holidays:**

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

#### **Holidays:**

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

#### **Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

#### **Confidentiality:**

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

#### **Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. You will be required to undertake and complete NVQ 2 during your probationary period as a condition of your employment.

#### **Sickness Policy:**

You will not be entitled to company sick pay.

#### **Employee Counselling Service:**

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>8</b>



**Sona App:**

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

**Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

<b>Authorised by:</b>		<b>Date Authorised:</b>		<b>Page Number:</b>	<b>9</b>