



Creative Support Ltd, Head Office
 131 Wellington House Tel: 0161 236 0829
 Wellington House Fax: 0161 237 5126
 Stockport enquiries@creativesupport.co.uk
 SK1 3TS www.creativesupport.co.uk

Senior Support Worker

Reference: 76957

Hill Top Cottages – Bradford Accommodation Services

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: 29 July 2024

Once you have submitted your application form allow *10 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



JOB DESCRIPTION –RECOVERY SUPPORT WORKERS

Bradford Service for the provision of support for people with mental health needs and/or autism

Hours: Flexible: to include evenings, nights, weekend and public holidays according to the needs of the service). For night shifts sleep-ins will be worked. The shifts include: 8am-4pm, 2pm-10pm and 10am-6pm.

Responsible to: Project Manager

The Service:

Hilltop Cottages is an accommodation based service made up of 28 self contained cottages. The service benefits from being located on a main bus route providing easy access to the city centre and other amenities. Service Users can live at the service for up to 2 years and within this time the team of Support Workers will work with individual service users to provide housing related support in a personalised way.

The Role:

To support in the management of Hilltop Cottages Bradford Accommodation service which works in a recovery focused way to provide person-centred care and support to enable people with mental health needs and / or autism to live as independently as possible to maintain their tenancy with us. You will engage with service users and build trusting therapeutic relationships. Your role will include visiting service users on site, offering practical support to enable service users to live independently while also offering emotional support in accordance with their individual support plan. To work closely with other professionals and agencies to provide a co-ordinated personalised service which meets the identified needs of individuals, promotes their recovery, maintains independence and maintains their quality of life.

We require warm, positive individuals to promote our person centred ethos and work in close partnership with families and other agencies. You must be compassionate and able to provide personalised support.

Main 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 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 mental health, 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 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 support people as specified by the Person Centred Plan.

9. To monitor, review and evaluate individual protocols in line with person centred plan.

10. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.

11. 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.

12. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

13. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

14. To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

15. To take appropriate action in the event of unforeseen emergencies, ensuring that the Care Coordinator is informed promptly.

16. To follow Health and Safety guidelines carefully and to alert the Care Coordinator immediately of any concerns in relation to Health and Safety issues.

17. To contribute to project records and individual case files.

18. To carry out and record all financial transactions involving service users within agency guidelines.

19. To carry out general administrative duties, housing management tasks and services as required.

20. To contribute to service users' reviews through the provision of verbal and written reports and by attending Support Planning meetings.

Additional duties as a Senior Support Worker

21. To offer informal and formal support and supervision to junior staff, relief staff, students and volunteers as appropriate, under the direction of the Support Team Leaders.

22. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.
23. To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:
 - Co-ordination and deploying staff time in such a way as to ensure that service users' needs are met and all agreed activities are carried out
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
24. To devise duty rotas in accordance with agreed staffing requirements and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.
25. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.
26. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.
27. To take particular responsibility for aspects of health and safety.
28. To attend reviews and referrals with families, other agencies and service users.
29. to part take in LOC duties, this is operated on a 4 weekly basis

Other duties and responsibilities

30. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
31. To provide regular verbal and written reports to colleagues.
32. To accept support, supervision and guidance from senior colleagues.
33. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
34. To comply with and to implement the Equal Opportunities Policy.
35. To maintain confidentiality at all times, in accordance with the agreed policy.
36. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.
37. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
38. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
39. To take on the role of shift co-ordinator when required.

- 40.** 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
- 41.** In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
- 42.** Any other duties required.

PERSON SPECIFICATION - Senior Support Worker

Bradford Service for the provision of support for people with mental health needs and/or autism



	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with mental health needs	Interview	Essential
2	Good verbal and written English/communication skills, ability to listen sensitively to others and contribute to a record keeping system to an acceptable standard	Application, Interview	Essential
3	Ability to work as part of a team, to facilitate groups and mediate between individuals and ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	A good understanding of mental health needs/issues and dual diagnosis within a range of age groups	Application, Interview	Essential
5	Good written communication skills	Application, Interview	Essential
6	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
7	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	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
9	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application, Interview	Essential
10	Ability to demonstrate respect for difference and diversity	Application, Interview	Essential
11	Ability to provide emotional and practical support to service users	Interview	Essential
12	A non-judgemental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application, Interview	Essential
13	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
14	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
15	Ability to support and supervise junior staff and provide on the job coaching A and I E	Interview	Essential
16	Knowledge of helpful approaches, strategies and interventions in working with people with mental health needs	Application, Interview	Essential
17	Ability to use a range of helpful communicative techniques (E.g. Makaton, PECS, TEACCH System, etc)	Application, Interview	Desirable
18	The ability to serve as a professional role model to colleagues	Interview	Essential
19	The ability to supervise junior staff and to deputise for the Team Leader	Application, Interview	Essential
20	IT skills and ability to produce attractive documents	Interview	Desirable
21	Experience of supporting people with mental health	Application, Interview	Essential
22	Experience of supporting people with autistic spectrum disorders	Application,	Desirable

		Interview	
23	Life experience and confidence in relating to people from a wide variety of backgrounds	Application, Interview	Essential
24	Possession of NVQ or other relevant social care qualification	Application	Essential
25	Good standard of general education	Application	Desirable
26	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, Interview	Essential
27	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
28	At least 12 months experience of working with people with mental health needs	Application	Desirable
29	A warm, respectful and positive approach to working with service users	Interview	Essential
30	Willingness to participate in local and corporate on call systems	Application, Interview	Essential
31	Knowledge of the Care Quality Commission (CQC) Key Lines of Enquiry and contribute to the service meeting these quality standards	Application, Interview	Desirable
32	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
33	Ability to work without direct supervision with service users	Application, Interview	Essential
34	Willing to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Bradford Service for the provision of support for people with mental health needs and/or autism

Salary:	Up to £12.20 per hour	
	Point One:	£12.00 per hour
	Point Two:	£12.20 per hour
<p>Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i></p>		

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.

Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2/3 Health and Social Care Diploma, or if the employee already has an NVQ but no Learning Disability qualification, they will need to complete the Level 2/3 Certificate in Learning Disabilities (applicable to Support Workers working in learning disability services only) as a condition of their employment. If you hold NVQ 2/3 health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Hours of Work:

Full (37.5hrs) to be worked flexibly on a rota which may include evenings, weekends and public holidays according to the needs of the service. The shifts include : 8am-4pm, 2pm-10pm and 10am-6pm.

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).

Holidays:

20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

After two year continuous service you will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken three weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. This bonus will only come into effect in the leave year after two full years' service. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

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

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People’s Pension.

Life Assurance:

Currently set at two time’s basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time’s annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

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.