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Support Worker
Salford Intensive Support Service

Reference: 80413

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: 01 August 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 – Support Worker
Salford Intensive Support



Hours: The available hours are Full time hours (37.5 hours per week) or part time (30 hours, 24 hours or 16 hours per week) to be worked flexibly according to the needs of the services. It is expected that you will have close and regular contact with clients and support with empathic personal care as required. **Shifts per week on a rota working directly with service users. This will be completed flexibly across the 7 day period.**

Responsible to: Registered Manager/Project Manager/Senior Support Worker

The Services: Salford Intensive Support is made of a number of services across three sites, soon to be four. Each service is based in the Salford area, covering Swinton, Eccles and Walkden. We support people with a learning disability and/or autism living in their own homes. We promote independence, choice and person centred support.

The Role We are recruiting for a new service we are opening in the local area. The role will require very specific training which we provide once you commence employment with us.
We work in a person centred manner, offering individualised support to each person. We promote independence and choice to each person we support.
We are seeking people who want to make a difference in someone's life.

You will ensure a flexible and empowering approach to the people we support to meet the needs of Service User's and to work alongside families and professionals to promote a positive atmosphere within the service and passionately encourage social activities on site and connections with the wider community.

Support Work Duties

- 1.1 Maintain person centred approach and promote excellent working relationships with service user's, families and involved professionals.
- 1.2 Develop warm, trusting relationships with service user's and promote the privacy, dignity, independence and chosen lifestyles of service user's.
- 1.3 Ensure the provision of respectful personal care in line with the preferences of service user's. You will ensure that the care provided is reliable, skilled and sensitive and is delivered at times which meet the needs and lifestyle preferences of the service user's.
- 1.4 Support service users to participate in activities of their choosing, promote their method of communication and expressing themselves.
- 1.5 Carry out the role of key worker and enable service users to achieve their goals and aspirations by working alongside them to develop and implement their person centred plans. Be responsive to changing needs and preferences.
- 1.6 Promote awareness of the service and respond to enquiries and referrals. You will contribute to the Allocations Panel, collaborating with housing providers to fill vacancies according to service aims and specification and ensure best value to the commissioners.

- 1.7 Ensure that clients have regularly reviewed and evaluated person centred care plans. This includes monitoring content and implementation of plans and client satisfaction with their planned and delivered care. You will ensure that the service is appropriate and responsive to changing needs and preferences of clients.
- 1.8 Ensure that clients receive appropriate, high quality care and support to meet their needs, drawn from internal and external services. This includes making referrals to specialists and agencies to ensure that individual needs are identified and met. You will ensure that all clients are effectively linked into Care Management, CPA and other planning mechanisms. You will raise awareness of clients' rights as citizens to health and social care and universal services.
- 1.9 Ensure that clients maintain existing skills and that staff promote re-ablement and maximise independence.
- 1.10 Ensure an appropriate 24 hour response in emergencies and requests for assistance via emergency alarm/pull cord system or other means. Ensure that staff understand their duty of care in respect of medical and other emergencies and are confident in contacting emergency and on-call services.
- 1.11 Ensure that clients are supported in managing physical and emotional wellbeing and meeting health care needs. You will ensure that clients receive prompt medical attention in the event of concerns regarding their physical or mental health. To promote the take up of regular health care checks and the effective management of long term health conditions. To enable clients to make healthy lifestyle choices and to stay active and engaged with others.
- 1.12 Ensure client support in ordering, taking and storing prescribed medication. Liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported. Ensure that medication ordered on behalf of clients is checked, recorded and safely stored. Ensure that staff are competent in supporting clients with medication, that they encourage clients to self-medicate where possible and that where direct assistance is required staff follow the guidelines for administration and recording outlined in the client's prescription, their Care Plan and Creative Support's Medication Policy.
- 1.13 Enable clients to plan and experience dignified, comfortable and person centred end of life care which meets their preferences and their cultural, spiritual and other needs.
- 1.14 Promote anti-discriminatory practice and ensure that services respect diversity, encourage respect and tolerance and are responsive to cultural, spiritual and other needs of clients.
- 1.15 Promote warm, respectful and trusting relationships with clients and families and encourage them to express needs, views and concerns. Ensure involvement of families in planning and reviewing care and support according to client preferences. Facilitate involvement of clients and families in management and development of the Extra Care Services.
- 1.16 Ensure that rights and entitlements of clients are respected by staff and that people who require external advice, representation, and advocacy are referred to appropriate services.
- 1.17 Be accountable for the quality of the extra care services and ensure its conformity with the service specification and quality standards of Creative Support, purchasers and stakeholders.
- 1.18 Ensure effective joint working with partner agencies and achievement of service objectives. Promote and sustain excellent communication and relationships with the housing providers and other stakeholders. Build links with voluntary and neighbourhood groups to promote

social inclusion and community connections. Ensure positive promotion of the schemes and integration into the community and promote client use of community resources. Promote an atmosphere which is tolerant, inclusive and free from racism, discrimination, bullying and harassment and encourage respect for human rights, difference and diversity.

- 1.19 Collaborate with the housing providers to ensure that accommodation and physical environment is kept to a high standard and that all areas are attractive, clean and well maintained. Ensure prompt reporting of necessary repairs. Escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and/or to the client's satisfaction.
- 1.20 Encourage assistive and personal technologies to increase independence and enhance quality of life. Ensure that emergency buzzers, pull cord/pendant alarm systems, assistive technologies/telecare and mobility aids/equipment are regularly checked and inspected and fully functioning and that staff and clients are trained in their use. Ensure that relevant contact numbers are accessible to staff to report faults with systems/equipment.
- 1.21 Promote safety for clients and staff and promote a culture of positive risk management which balances risk and enjoying opportunities for a fulfilling life. Ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors. Promote health and safety awareness. Conduct risk assessments in respect of the needs of clients, the physical environment and lone working and develop plans to reduce risk and protect from harm. Prevent and record falls, accidents and incidents and take appropriate follow-up action. Ensure that staff receive protective equipment as required.
- 1.22 Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Cumbria County Council's safeguarding policy and procedures and report concerns regarding vulnerable adults or children immediately to the Council, the Locality Manager and the Duty/On Call Manager.
- 1.23 Encourage customer feedback and suggestions for improving services and promote a positive attitude to complaints. Ensure that complaints are fully investigated according to Creative Support procedures and that timely and appropriate action is carried out.
- 1.24 Maintain effective administrative procedures and financial control systems in liaison with Extra Care Registered Manager/Locality Manager and the Finance Department. Ensure that payments due to Creative Support service delivery are promptly and accurately invoiced and collected. Ensure that resources of the Extra Care Services are used carefully and efficiently. Ensure that to clients finances are strictly managed within Creative Support's Policy 'Client Financial Procedures' parameters and monitor financial arrangements and transactions. Contribute to the financial success of Creative Support.
- 1.25 Help develop and participate in monitoring and evaluation procedures. Contribute in formal reviews of the service. Collect and collate relevant statistical information. Develop and participate in the evaluation of client outcomes. Ensure that quality assurance recommendations and requirements are implemented.
- 1.26 Establish and maintain excellent working relationships with professionals and services in Carlisle. Establish and maintain excellent communication and partnership working with colleagues and stakeholders. Contribute towards effective joint working by maintaining high communication standards and by participating in working groups in the Carlisle.

General Duties

- 1.27 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 1.28 Accept support, supervision and guidance from senior colleagues.
- 1.29 Identify own training needs in discussion with line manager and attend training events and courses as required.
- 1.30 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 1.31 Ensure that you and other staff, volunteers and students on placement comply with the following:
- Health and Safety policies and Equal Opportunities Policy
 - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
 - Confidentiality and data protection
 - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
 - All Creative Support policies, procedures and guidelines for best practice
- 1.32 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 which will include moving and handling.
- 1.33 Any other duties as required.

	REQUIRED QUALITIES & KNOWLEDGE	How Assessed	Essential/ Desirable
1	Experience of supporting people with learning disabilities	Application & Interview	Essential
2	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with learning disabilities, mental health needs and complex needs	Interview	Essential
3	A warm and person-centred approach	Interview	Essential
4	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
5	Good verbal communication and listening skills	Application & Interview	Essential
6	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
7	Possession of a relevant vocational qualification (such as NVQ, Health & Social Care Diploma or equivalent)	Application and post-interview checks	Desirable
8	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
9	Well motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
10	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
11	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
12	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
13	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
14	Ability to work without direct supervision and to use own initiative	Interview	Essential
15	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 intervention techniques (with training) when required.	Application & Interview	Essential
16	Ability to be trained and use positive response 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-employment checks, & Interview	Essential
17	Ability to work in a calm, patient, sensitive manner at a pace appropriate to the needs of the individual.	Interview	Essential

18	Willingness to learn and follow helpful approaches and interventions in working with people with learning disabilities.	Application & Interview	Essential
19	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc.)	Application & Interview	Desirable
20	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
21	Punctual and reliable	Interview and Pre-employment checks	Essential
22	Willingness to work flexibly to meet the needs of the service	Interview	Essential
23	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

Salary:	£12.00 per hour
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.</i>	

Hours of Work:

37.5 hours per week or 30hrs hours per week including weekends and public holidays to be worked according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid. It may be necessary to work occasional waking nights if so required.

Holidays:

20 days per annum plus eight statutory days pro rata.

Birthday Holiday Bonus

All contracted employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two 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. 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 checks and ISA checks.

Probationary Period:

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

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.

Part time employees who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

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

Life Assurance:

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times 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 the 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 from your pay on a regular basis to any registered charities.

Achieve Q Staff 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 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.