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Senior Support Worker
Bradford Personalised Services

Reference: 80469

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 *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 DBS checks



Authorised by:		Date Authorised:		Page Number:	1
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JOB DESCRIPTION – SENIOR SUPPORT WORKER

Bradford Personalised Services

Hours: Full time hours are 37.5 per week. Hours are to be worked flexibly according to the needs of the service including evenings, weekends and bank holidays.

Accountable To: Service Director, Senior Service Manager & Project Manager.

The Role:

We are looking to recruit a Senior Support Worker to lead our locality-based supported living service in Bradford. You will be responsible for the supervision of a high quality service for individuals with learning disabilities. The role is to lead and supervise the staff team to provide creative, individualised and outcome focussed support which enables service users to develop their independence, and personal development. You will coach and supervise staff to provide a flexible and reliable personalised service, and assist the Project Manager with assessments, support reviews and the general development of the service. This role is a great opportunity for individuals who want to develop their skill set and move into a senior role in a well-established and high quality support service. The role offers a wide range of opportunities of development within a supervisory role.

Main Duties

1. To support service users to achieve positive outcomes in line with their assessed needs in order to remain independent in their own homes.
2. To develop and sustain warm and trusting relationships with service users and their families.
3. To promote the self-esteem, happiness and emotional health of service users.
4. To respect the person's right to privacy and to ensure that their dignity is maintained at all times.
5. To encourage and support service users in expressing their needs, views and concerns through support, advocacy and liaison. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes. To sign post service users to appropriate services based on needs.
6. To ensure that staff respect and promote the rights and entitlements of people with learning disabilities. To enable service users to participate as fully as possible in their communities and to be active citizens and good neighbours. To ensure that service users are offered access to independent advocacy and advice.
7. To ensure that the service supports service users in developing socially valued lifestyles which include 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 and to sustain an active programme of involvement in such activities.
8. To assist the Team Leader in developing outcome focused and person centred support plans with service users, which identify the personal goals and aspirations of the individual and promote a sense of move-on, recovery and/or personal development. To respond flexibly to the changing needs and choices of individuals.

Authorised by:		Date Authorised:		Page Number:	2
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9. To record all support, changes to support provision reviews, outcomes and change in needs on the electronic reporting system (Ecco). To actively review themes and trends on a weekly basis in relation to cancelled visits, changes to needs and outcomes achieved.
10. To enable service users to develop their independence and to grow in confidence, competence and personal effectiveness in the following areas:
 - Social skills/relationships
 - Daily living skills
 - Using community resources and facilities
 - Social, leisure and work activities
 - Managing physical and mental wellbeing
 - Personal safety and security
 - Budgeting skills and applying for appropriate welfare benefits
 - Finding suitable accommodation and maintaining a tenancy

To achieve this through the provision of goal focused support, teaching, advice, role modelling, encouragement and positive feedback.

11. To ensure the service user, third parties and significant others are involved in the support planning and risk assessment processes.
12. To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness.
13. To coach staff in developing the skills they require to deliver outcome focussed support, to develop service users' independence and manage a caseload of clients.
14. To assist the Project Manager in ensuring risk assessments are completed and reviewed according to the appropriate time scales, and that positive risk management plans are in place for all clients.
15. 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.
16. To safeguard service users from harm and to work within the safeguarding adults policies of Creative Support.
17. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and the Service Director are informed promptly.
18. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.
19. To carry out general administrative duties including developing written reports, general day to day communication and hand overs as required.
20. To assist the Team Leader in organising and implementing support reviews.

Additional Duties for Senior Support Worker

1. To assist the Team Leader in ensuring that the service is meeting the highest quality standards.
2. To assist the Team Leader in the planning and development of the service.
3. To offer informal and formal support and supervision to junior staff, relief staff, students and volunteers as appropriate, under the direction of the Team Leader.
4. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.
5. To plan ahead to meet the needs of service users as identified by their Recovery/Support Plan by:
 - Co-ordinating and deploying staff time in such a way as to ensure that service users needs are met and all agreed activities are carried out and outcomes are achieved
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all support is provided as planned and that quality standards are met at all times
6. To communicate and liaise with other professionals and members of the multi-disciplinary team to discuss and accept new referrals, report on the changing of any service user's needs and report on service user outcomes etc. To ensure effective service delivery.
7. To possess a good knowledge of the MHA, MCA, DOLs and the care standards.
8. To support service users in complying with prescribed medication and self-medication programmes. To liaise with the service user's Consultant, GP and CPN in respect of compliance with prescribed medication. To report all side effects related to medication.
9. To advise and support service users in respect of drug and alcohol use. To support service users who wish to reduce or stop using non prescribed drugs and alcohol and work within the principles of harm minimisation. To work closely with drug and alcohol agencies to enable people to engage with treatment programmes.
10. To support the Project Manager to both develop and maintain weekly rotas based on commissioned hours and assessed needs. To ensure that employees are deployed effectively 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 and to inform senior colleagues of the need for additional resources when required.
11. To promote and nurture good practice and to brief staff regarding wider policy and practice issues.
12. To respond positively and quickly to any complaints or feedback from service users, relatives or other agencies.

13. To organise and chair staff and service user meetings, ensuring a co-operative and cohesive team spirit and a culture of service user involvement.
14. To facilitate the involvement of service users, carers and representatives in the development and management of services.
15. To promote Creative Support, its services and activities to service users, carer, other agencies and the general public.
16. To participate in the recruitment, selection and induction of staff, under the direction of the Project Manager.

Other

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to colleagues.
3. To accept support, supervision and guidance from senior colleagues.
4. To carry out all work in a manner consistent with the service principles of Creative Support.
5. To comply with and to implement the Equal Opportunities Policy.
6. To maintain confidentiality at all times, in accordance with the agreed policy.
7. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
8. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
10. To take on the role of Project Manager when required.
11. To participate in an On-Call rota.
10. 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.
11. Any other duties as required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Bradford Personalised Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least two years' experience of providing care and support to people with learning disabilities	Application	Essential
2	Experience of supervising a staff team	Application	Desirable
3	Diploma in Health and Social Care level 2/3 or other relevant professional qualification	Application	Essential
4	A warm, person-centred and respectful approach to working with people with learning disabilities	Interview	Essential
5	Excellent verbal and written communication and the ability to listen sensitively to others	Application & Interview	Essential
6	Confident, articulate and emotionally resilient	Interview	Essential
7	Support and supervise staff and deploy staff resources to meet the needs of the service	Application & Interview	Essential
8	Ability to work safely and responsibly without direct supervision in service user homes	Interview	Essential
9	Ability to complete assessments of needs, prepare reports and use an electronic records system	Application & Interview	Essential
10	IT literate and ability to use and maintain records via the ECCO system (a simple electronic recording system)	Application & Interview	Essential
11	Ability to provide practical and emotional support to service users	Interview	Essential
12	Demonstrable good knowledge of the MHA, MCA, DOLs and the care standards	Interview	Essential
13	Ability to liaise in a professional manner with other agencies and to work in a positive way with family and friends of service users	Interview	Essential
14	Knowledge of helpful approaches, strategies and interventions in working with people with mental health needs and learning disabilities	Application & Interview	Essential
15	Ability to use a range of helpful communication techniques	Application & Interview	Desirable
16	Promote anti-discriminatory practice and provide a service that is welcoming to all service users	Interview	Essential
17	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
18	Willingness to attend training courses and events	Interview	Essential
19	Willingness to accept feedback and guidance from line manager and/or senior colleagues	Interview	Essential
20	Participation in a rota On-Call system	Interview	Essential
21	A clean and valid driver's licence	Application	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Bradford Personalised Services

Salary:	Up to £12.20 per hour	
	Point One:	£12.00 per hour
	Point Two:	£12.20 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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

Full time hours are 37.5 per week. Hours are to be worked flexibly according to the needs of the service including evenings, weekends and bank holidays.

Holidays:

20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

All 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 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.

Authorised by:		Date Authorised:		Page Number:	7
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- Twelve months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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 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 on a regular basis to any of the registered charities either large or small.

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:

Authorised by:		Date Authorised:		Page Number:	8
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£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 have had 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 are provided will be dependent 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 an 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.