



Creative Support Ltd, Head Office

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Senior Support Worker

Reference: 77431

**Supported Living Service
Wandsworth (Tooting Bec), London**

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: 24 December 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.

To find out more about this opportunity please feel free to contact Darius Riley, Area Manager , at Darius.Riley@creativesupport.co.uk or 07989 716 922.

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



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JOB DESCRIPTION – SENIOR SUPPORT WORKER

Supported Living Service

Wandsworth (Tooting Bec), London

Hours: **Full time (37.5 hours per week) or part time**
(to be worked flexibly according to a rota and to include evenings, weekends and public holidays. May also include sleep-ins and/or waking nights, according to the needs of the service users).

Accountable to: Team Leader and Locality Manager

Summary of the Role

This is an exciting opportunity to be part of an established supported living service. You will be supporting tenants with a learning disability or autism, some of whom may have other needs including physical disabilities, behaviour which may challenge and mental health needs. You will be supporting service users to enjoy an excellent quality of life in a supported living service which has been designed to maximise their independence and community connections.

The service will offer an empowering, strengths-based model of support which enables people to lead fulfilling and valued lives, maintain their tenancies, participate in their local community, develop independent living skills and achieve their personal goals and desired outcomes. As well as providing direct care and support, you will have the opportunity to act as a Key Worker supporting people to achieve their dreams and goals.

Working closely with the Team Leader and Locality Manager you will ensure that the quality standards and requirements of CQC are met and that the service meets and exceeds the expectations set out in the Service Specification. You will ensure that staff encourage and support people to express their aspirations, make choices, develop skills and actively participate in planning the support they need. To achieve this you will also be expected to work professionally alongside Care Managers and health professionals and to communicate positively with families, carers and friends.

Your highly valued role will include:

- **Providing high quality direct personal care and support**
- Supervising, coaching and deploying a team of staff
- Taking responsibility for the service in the absence of the Team leader
- Supporting the Team Leader in planning staff rosters in accordance with identified needs
- Ensuring that caring and respectful personalised support is provided at all times
- Providing Key Worker support to individuals
- Organising and participating in PCP reviews
- Promoting a dynamic culture of active support and reablement
- Ensuring service users enjoy good mental and physical health
- Achieving positive outcomes for all service users
- Working collaboratively with families and health professionals

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1. Care and Support

- 1.1 To develop and sustain warm and trusting relationships with service users.
- 1.2 To promote the self-esteem, happiness and emotional health of service users.
- 1.3 To respect the person's right to privacy and ensure that their dignity is maintained at all times.
- 1.4 To encourage and support service users in expressing needs, views and concerns. To enable service users to make choices and decisions and to participate in planning and decision-making processes.
- 1.5 To support service users to express their personal identity, including gender and sexuality.
- 1.6 To respect and promote the human rights and entitlements of people with autism and other needs including mental and physical health needs, and learning disabilities and enable them to participate in their communities as active citizens, enjoying the same rights as others. To support service users to access independent advice and advocacy when needed and to signpost/refer to external agencies as required.
- 1.7 To be responsive to the needs of service users in accordance with their support plans and to respond flexibly to changing needs.
- 1.8 To provide respectful and dignified personal care in accordance with individual care plans.
- 1.9 To enable and empower service users to gain independence, confidence and competence in the following areas:
 - Personal care and hygiene
 - Improving and maintaining health and wellbeing
 - Daily living skills
 - Budgeting and managing money
 - Managing the home and maintaining a tenancy
 - Social skills/relationships
 - Using community resources and facilities
 - Social, leisure and work activities
 - Finding and sustaining voluntary or paid employment
 - Self-organisation and coping abilities
 - Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback. To build on individual strengths, interests and assets. Where service users are unable to carry out any tasks for themselves (such as housework, shopping, cooking, laundry, etc.) to carry these out on their behalf with regard for their preferences. To promote the service user's active involvement and capacity for self-management when undertaking any tasks and to always seek to develop their skills and confidence and their enjoyment of everyday activities.

- 1.10 To ensure that service users attend all health appointments and receive advice, care and regular health checks to ensure their physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle. This includes supporting emotional and sensory regulation.

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- 1.11 To communicate with service users in their preferred manner and to follow communication passports and guidelines. To get to know and support the individual's communication, particularly in social situations.
- 1.12 To support service users in developing a socially valued life, which includes culturally and age appropriate experiences, building on their strengths, interests and aspirations. To enable people to access social, leisure, education, training and employment opportunities.
- 1.13 To support service users to build and maintain their relationships with family and friends and to develop their informal support network. This includes opportunities for romantic relationships.
- 1.14 To provide a culturally sensitive and appropriate service to service users from diverse backgrounds and to support people to observe their chosen faith and maintain cultural connections.
- 1.15 To support people who express their needs through behaviour that challenges services by using appropriate supportive strategies and interventions as specified by Positive Behaviour Support Plans. Understanding the context of people's actions and adjusting our support.
- 1.16 To assist and support service users in the ordering, administration and monitoring of prescribed medication following Creative Support's Medication Policy and local guidelines.
- 1.17 To support service users to enjoy a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene and to support service users to store and prepare food safely.
- 1.18 To enable service users to maintain their homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain their independence. To work closely with the onsite concierge service and housing provider.
- 1.19 To support service users to maintain a positive and purposeful routine and lifestyle which enables their personal development. Ensuring any visual planning tools and technology are utilised consistently to support communication, provide structure and reduce anxiety and are integral to our support.
- 1.20 To ensure that the assessed needs of people with physical and sensory disabilities are met and to provide safe and appropriate personal care and support to meet health needs. This may involve undertaking delegated health care tasks in accordance with agreed plans and guidelines.
- 1.21 To support service users to travel with confidence on public transport and where appropriate to drive service user and company cars (if in possession of a current driving licence).
- 1.22 To act as the nominated key worker for a number of service users. To carry out this role diligently and proactively and to hold regular key worker meetings.
- 1.23 To plan and contribute to service users' Person Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To enable the service user's views and wishes to be at the heart of decision making.
- 1.24 To devise and follow Activity Plans to meet the identified needs and preferences of service users and to organise and to undertake activities in accordance with agreed Activity Plans, risk management guidelines and financial protocols. To ensure the safety of service users when

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undertaking activities inside the home and in the community and to promote their enjoyment and personal development whilst participating in activities.

- 1.25 To support service users to plan short breaks and holidays and to accompany them on outings and holidays at their request, where support is required.
- 1.26 To observe and monitor service users' emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances, exercising a strong 'Duty of Care' to vulnerable service users.
- 1.27 To ensure that the safety and welfare of service users is paramount and to report any poor practice to your line manager, whether relating to colleagues, external agencies or others.
- 1.28 To ensure that all incidents, accidents and safeguarding concerns are reported in a timely manner, in accordance with agency and Local Authority requirements. To ensure that any agreed follow up actions or protection measures are implemented.
- 1.29 To take appropriate action in the event of emergencies, ensuring that emergency services are called as required and that the Team Leader, Locality Manager Manager, the Area Manager, and if applicable the Out of Hours Team, are informed promptly.
- 1.30 To follow health and safety, fire safety, food safety and infection control guidelines and policies. To alert your manager to any health and safety concerns. To carry out and document daily and weekly health and safety checks within agreed timescales.
- 1.31 To contribute to individual and service records in a professional and person centred manner.
- 1.32 To conduct and record financial transactions involving service users within agency guidelines.
- 1.33 To carry out general administrative duties, housing management tasks and services as required.
- 1.34 To fulfil the Shift Coordinator role when required by co-ordinating the shift, giving direction and support to other staff, leading by example and ensuring the smooth running of the service in line with service user needs and their Care Plans and Activity Plans. This will include accountability for maintaining agreed appointments and support commitments as well as following up issues and concerns and liaising with the Concierge service to provide high quality 24 hour support.
- 1.35 To contribute in a helpful and welcoming manner to the induction of new staff, students and agency support staff following the local induction procedure.
- 1.36 To contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.
- 1.37 To communicate effectively and professionally with colleagues, partner agencies and professionals to ensure that consistent team working is maintained at all times.
- 1.38 To respond positively and quickly to complaints or feedback from service users, their families, or others. To acknowledge and record all complaints in the complaints file. To ensure that the complaints procedure is followed and that your manager and Head Office is informed.

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2. Staff Management and Other Senior Duties

- 2.1 To motivate and lead the staff team to deliver a high quality service satisfying the needs of service users and also complying with internal standards and those set by the regulator, the Care Quality Commission.
- 2.2 To provide regular documented supervision for the staff team, any relief staff and volunteers using the company's competency-based approaches.
- 2.3 To lead Group Supervision sessions and team briefings as directed by the Locality Manager or other senior managers, covering quality issues and new procedures, ensuring a consistent, whole team approach.
- 2.4 To carry out announced and unannounced direct observations of staff, ensuring that any feedback is incorporated in supervision sessions and actioned accordingly.
- 2.5 To assist with the preparation of rotas (at least one month in advance) ensuring effective staff cover for all support and activities required by service users.
- 2.6 To ensure that all mandatory and development training for staff is completed within expected timescales and that staff are clearly focused on their continuing professional development.
- 2.7 To ensure that effective and appropriate liaison takes place with families and identified close contacts of service users. To establish positive and trusting relationships with families whilst ensuring at all time that service user choice and confidentiality are respected. To ensure that families' views are sought promptly on any changes/critical issues around care management etc and that they are kept informed about general progress as agreed with the service user.
- 2.8 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 may include moving and handling and may involve supporting people with personal care needs.
- 2.9 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.
- 2.10 To contribute positively to any recruitment activity by taking part in open days, recruitment events and interviewing potential candidates.
- 2.11 To induct new staff and agency support staff following the local induction procedure.
- 2.12 Complete quality audits as required for medication, finances, tenant's documentations and other key areas and escalate any issues or concerns to the appropriate manager

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3. General Duties

- 3.1 To positively promote Creative Support, its services and activities to service users, carers, other agencies and the general public and contribute to the wider business development and reputation of the company.
- 3.2 To accept support, supervision and guidance from senior colleagues and to participate positively in appraisals, team meetings and company events.
- 3.3 To carry out all work in an accountable manner consistent with the aims of the service, the contract specification and the service principles adopted by Creative Support.
- 3.4 To ensure that you and other staff, volunteers and students on placement comply with the following:
- Health and Safety policies and guidelines, including the Health & Safety at Work Act
 - Equal Opportunities policies
 - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, your line manager, Registered Manager and the Duty/On Call Manager.
 - Confidentiality and data protection
 - Active prevention and control of infection
 - Principles of the Mental Capacity Act
 - Principles of the Care Act
 - All Creative Support policies, procedures and guidelines for best practice
- 3.5 To support service users with mobility needs, including moving and handling and using hoists as needed.
- 3.6 To identify own training needs in discussion with line manager and to attend training courses and events as required. To complete training assignments and e-learning courses as required.
- 3.7 To undertake other tasks as required on instruction from or on behalf of the Team Leader, Locality Manager or Area Manager.

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PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Supported Living Service

Wandsworth (Tooting Bec), London

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Ability to demonstrate unconditional positive regard and a warm, caring, respectful and person centred approach to supporting people with a learning disability, visual impairment and complex health needs.	Interview	Essential
2	Ability to engage with service users, to develop and sustain warm and trusting relationships.	Interview	Essential
3	Ability to demonstrate basic insight and understanding into the needs of people with learning disabilities and autism	Interview	Essential
4	Possession of relevant social care qualification (e.g. NVQ & Health and Social Care Diplomas).	Application	Desirable
5	Good verbal and non-verbal communication skills with the ability to tailor these to the needs and preferences of the individuals.	Interview	Desirable
6	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation and electronic records	Application & Interview	Essential
7.	Good observational and reporting skills and the ability to contribute to a record keeping system. Candidates must demonstrate sufficient competence in spoken English and literacy to meet client support requirements.	Application & Interview	Essential
8	Ability to work constructively and cooperatively as part of a team and to demonstrate self-motivation, initiative and good sense of humour.	Interview	Essential
9	Ability to work safely and responsibly without direct supervision in the service user's own home and in the community.	Interview	Essential
10	A creative and resourceful approach to enable the full involvement and enjoyment of service users in daily living tasks and all activities. Ability to promote independence and to build on strengths, interests and abilities.	Interview	Essential
11	Understanding of the person centred aims and principles of Creative Support and the ability to put these into practice.	Application & Interview	Essential
12	Ability to maintain professional boundaries, to liaise in a professional manner with other agencies and to work in a positive and respectful way with the families and friends of service users.	Interview	Essential
13	Ability to follow guidelines to manage risks and specific instructions relating to medication, financial transactions and the use of lifting equipment and assistive technologies.	Interview	Essential
14	An understanding of equal opportunities and culturally sensitive practice	Application & Interview	Essential
15	Ability to provide emotional and practical support with all aspects of everyday life.	Application & Interview	Essential
16	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.	Application & Interview	Essential
17	Ability to work in a calm, confident, patient and tolerant manner at a pace appropriate to the needs of the individual.	Interview	Essential
18	Ability to work flexibly and reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
19	Ability to provide respectful personal care and support and to promote dignity.	Application	Essential

20	Ability to undertake practical household tasks/housework and the ability to support people with mobility needs (this may include pushing wheelchairs and using hoists for which reasonable physical fitness will be required)	Application	Essential
21	At least one year's relevant health or social care experience, including at least one year's experience of providing care and support to people with a learning disability and/or autism	Application	Essential
22	Knowledge of communication techniques (e.g. Makaton, PECS, TEACCH System)	Application	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Supported Living Service

Wandsworth (Tooting Bec), London

Salary

Salary - £14.50 per hour (£28,275 per annum)

Hours of Work

Full or part time hours will be considered for all roles. Full time hours: 37.5 hours per week. Part time hours may be agreed subject to a minimum of 15 hours per week. Hours to be worked flexibly on a rota which will include evenings, sleep-ins, weekends and bank holidays according to the needs of the service.

Holidays

4 weeks annual leave plus 8 statutory days (Pro-rata for roles less than 37.5 hours)

Christmas and New Year Bank Holidays

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

Part Time Work

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

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

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are enrolled onto Level 2/3 Health and Social Care Diplomas. If you hold NVQ/Diploma 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 other qualifications.

Birthday Holiday Bonus:

You are entitled to one additional day (pro rata for part time employees) of paid 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.

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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.

Free Life Assurance:

All staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a valuable death in service benefit of two times basic 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 above the statutory minimum
- Enhanced maternity leave above the statutory minimum
- Paid compassionate leave of up to 3 days
- Paid carer's leave up to 5 days per annum

Employee Assistance Service:

This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

Hospital Saturday Fund:

Membership of the Hospital Saturday Fund is 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 may be made available to employees.

Payroll Giving:

This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

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WeCare Staff Awards:

We recognise our 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:

A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

Welcome Back Grant:

Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

Uniform:

If applicable for your service you will be provided with a free 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 and laptop 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.

Use of Car for Business Purposes:

A mileage allowance is payable for the use of an employee’s car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee’s certificate of insurance must be made available for inspection prior to using your car for our business purposes.

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.

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