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Senior Support Worker
Chorley ABI Service

Reference: 82110

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: 6 January 2025

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



JOB DESCRIPTION – SENIOR SUPPORT WORKER

Chorley ABI Service

Hours: 37.5 hours to be worked flexibly according to a rota and to include weekends and public holidays according to the needs of the service.

Responsible to: Supported Living Manager

About the Service:

The Chorley ABI Service will provide a bespoke adapted supported living services for a man with an Acquired Brain Injury. The service will offer an empowering model of support which will enable him to lead a fulfilling and valued life - being part of his family, participating in his local community, developing independent living skills and achieve his personal goals. We are looking for individuals particularly who may share his interests – like keeping fit, video games, listening to music, puzzles, bowling, cinema, football, snooker and socialising.

Due to the service development all staff members recruited will initially be required to work dynamically between Chorley and an inpatient setting to ensure the smooth development of the service and excellent transitions. The Senior role will play a key part in ensuring the flexible, responsive running of the service, working alongside the Manager.

About You:

- You will be a great communicator – able to talk clearly and be an excellent listener
- You will be warm, compassionate and caring
- You will be a ‘hands on’ leader
- You will enjoy supporting your team to deliver best practice
- You will be professional, responsible and accountable
- You will enjoy supporting people to live their best life
- You will be physically and mentally resilient due to the nature of the work
- You will be happy working in a consistent, predictable way, enjoying a calm and quiet environment that meets individual’s needs
- You will be observant and pay great attention to detail

1. Senior Duties:

- 1.1** Create robust person centred rotas, which meet the unique needs of the individual supported and ensure staff are deployed effectively to meet those needs.
- 1.2** Ensuring excellent record keeping in areas such as: Assessment, Integrated Support Plans, Specific Health Plans, Positive Behaviour Support Plans, Person Centred Support Plans and Reviews and Risk Assessments, Safeguarding Logs, Incident Logs and Complaints.
- 1.3** To provide direct coaching and development support to staff following observations of practice in particular following events or incidents that have taken place.
- 1.4** To work collaboratively with staff members and the multi-disciplinary teams where improvement is required to support the completion of assessments, integrated support plans and other service user related paperwork to a high standard.

2. Care and Support

- 2.1** To develop and sustain warm and trusting relationships
- 2.2** To promote the self-esteem, happiness and emotional health

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- 2.3** To respect the person’s right to privacy and ensure that their dignity is maintained at all times
- 2.4** To encourage and support the individual in expressing needs, views and concerns. To enable him to make choices and decisions and to participate in planning and decision-making processes
- 2.5** To respect and promote the persons human rights and entitlements, supporting him to participate in his community as an active citizen, enjoying the same rights as others
- 2.6** To be responsive to individual needs within the framework of the persons Integrated Support Plan to respond flexibly to changing needs
- 2.7** To enable and empower the individual to gain independence, confidence and competence in:
 - Personal care and hygiene
 - Improving health and wellbeing
 - Daily living skills
 - Budgeting and paying bills
 - Social skills/relationships
 - Using community resources
 - Social, leisure and work activities
 - Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback, building on his strengths, interests and assets.
- 2.8** To ensure attendance at all health appointments and regular health checks to ensure physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.
- 2.9** To communicate in his preferred manner and to follow communication passports and guidelines.
- 2.10** 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.
- 2.11** To support service users to build and maintain their relationships with family and friends and to develop their informal support network.
- 2.12** To communicate with service users in their preferred manner and to follow communication passports and guidelines.
- 2.13** To assist and support in the ordering, administration and monitoring of prescribed medication following Creative Support’s Medication Policy and local guidelines.
- 2.14** To support a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene
- 2.15** To enable him to maintain his homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain independence.
- 2.16** To support a positive and purposeful routine and lifestyle which enables personal development.
- 2.17** To ensure that assessed needs 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.

- 2.18 To plan and contribute to Person Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To ensure the individuals views and wishes to be at the heart of decision making.
- 2.19 To devise activity plans to meet the identified needs and preferences. To organise and undertake activities in accordance with agreed activity plans, risk management guidelines, positive behavioural support guidelines and financial protocols. To ensure safety when undertaking activities inside the home and in the community. To promote their enjoyment and personal development whilst participating in activities.
- 2.20 To observe and monitor emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances.
- 2.21 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.
- 2.22 To follow health and safety guidelines and alert your manager to any health and safety concerns.
- 2.23 To contribute to all project records (as directed) and individual case files.
- 2.24 To carry out general administrative duties, housing management tasks and services as required.
- 2.25 To take part in and contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.
- 2.26 To communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.
- 2.27 To drive service user or company cars as appropriate (and if in possession of a current driving licence).

3. Person Centred Behavioural Support:

- 3.1 To work within the principles of positive behavioural support at all times in a person centred and therapeutic way.
- 3.2 To follow positive behaviour support principles and guidelines at all times, using preventative strategies and positive approaches. Using reactive strategies once trained as a last resort to ensure safety
- 3.3 To work in a highly compassionate and sensitive way in particular where there are signs of acute distress/low mood and to monitor risks following risk management and contingency plans
- 3.4 To create excellent written records particularly detailing any incident (behavioural or otherwise) and to take part in debriefs with senior staff following incidents having taken place

- 3.5 To attend group meetings with members of the Complex Care Team to review support provided and incidents that have taken place to support staff to remain emotionally resilient and supportive following challenging events
- 3.6 To attend team and group meetings to explore intricacies of the individuals life, behaviour, activities, choices, opportunities and outcomes. To create excellent key working records to be shared with local clinical teams and managers to ensure genuine opportunities for change for individuals to take place.
- 3.7 To take part in reviewing integrated support plans with your Line Manager and identified service user to ensure support plans fully reflect the needs of the individual and their identified goals and outcomes.
- 3.8 To closely adhere to the Behaviour Management Guidelines as defined by the Senior Practitioner and Multi-Disciplinary Team. To be part of a core team of staff working with a group of service users providing consistent, predictable support at all times.

4. General Duties

- 4.1 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 Creative Support.
- 4.2 Accept support, supervision and guidance from senior colleagues.
- 4.3 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 4.4 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
- 4.5 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.
- 4.6 Identify own training needs in discussion with line manager and attend training events and courses as required.
- 4.7 Any other duties as required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Chorley ABI Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Minimum of 2 years experience of supporting people with support needs	Application & Interview	Essential
2	Ability to demonstrate unconditional positive regard and a non-judgemental approach where individuals may be stressed	Interview	Essential
3	A warm, respectful 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	Clear 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	Ability to provide respectful personal care and to promote dignity	Application & Interview	Essential
11	Ability to work without direct supervision and to use own initiative	Interview	Essential
12	Applicants must be physically fit enough to perform Breakaway Techniques	Pre-emp Forms & Interview	Essential
13	Ability to work in a calm, patient, sensitive manner at a pace appropriate to the needs of the individual.	Interview	Essential
14	Punctual and reliable	Interview & References	Essential
15	Willingness to work flexibly to meet the needs of the service	Interview	Essential
16	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Chorley ABI Service

Salary:	Up to £14.00 per hour	
	Point One:	£13.50 per hour
	Point Two:	£14.00 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. 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 (37.5 hours per week) or part time, to be worked flexibly according to a rota and to include evenings, weekends, public holidays and sleep-in shifts in line with the needs of the service.

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:

20 days plus 8 statutory days pro rata.

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.

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.

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 automatically enrolled onto Level 3 Health and Social Care Diploma. 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 qualifications.

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.

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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 times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months 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 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 from your pay on a regular basis to any 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:

£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 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.