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Support Worker

Reference: 79541

Caverswall Road, Blythe Bridge, Stoke on Trent

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: 06 February 2025

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



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JOB DESCRIPTION – SUPPORT WORKERS

Services for People with Learning Disabilities in Stoke on Trent

Hours: Full or part time (Flexible: to include evenings, nights, and weekend and public holidays according to the needs of the service). Full time hours are 37.5 per week and part time hours start at 16 hours per week. In addition, sleep-ins may be worked.

Responsible to: Team Leader, Senior Managers

Purpose of the Job:

To provide individualised person centred support to people with learning disabilities living in supported housing; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. To contribute to a consistent team approach.

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 client'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 learning disabilities, and to enable them to participate as fully as possible in their communities.
6. To support service users in maintaining the safety, security and comfort of their homes.
7. To support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.
8. 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.
9. 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

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To achieve this through the provision of practical assistance, support, prompting, teaching, advice, role modelling, encouragement and positive feedback.

10. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies, management guidelines and intervention frameworks as specified by the Person Centred Plan.
11. To work within agreed management protocols and guidelines for individuals with complex needs.
12. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well-being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
13. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.
14. To achieve a range of appropriate communication techniques in accordance with the individual needs of the service user.
15. 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.
16. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
17. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
18. 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.
19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager is informed promptly.
20. To follow Health and Safety guidelines carefully and to alert the Team Leader immediately of any concerns in relation to Health and Safety issues.
21. To contribute to project records and individual case files.
22. To carry out and record all financial transactions involving service users within agency guidelines.
23. To carry out general administrative duties, housing management tasks and services as required.
24. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Other

25. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

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

PERSON SPECIFICATION – SUPPORT WORKERS

Service for People with Learning Disabilities in Stoke on Trent

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate basic insight and understanding into the needs of people with learning disabilities	Interview	Essential
5	Written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9	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
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
11	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
12	Ability to provide emotional and practical support to service users	Application & Interview	Essential
13	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 behaviours	Application & Interview	Essential
14	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
15	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
16	Experience of providing care, support or other services to people with special needs	Application & Interview	Essential
17	Experience of supporting people with learning disabilities	Application Form	Desirable
18	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
19	Possession of NVQ II/III or other relevant social care qualification	Application Form	Desirable
20	Warm, respectful and positive approach when working with service users	Interview	Essential
22	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
23	Willingness to attend training courses and events	Interview	Essential

24	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
25	To have a clean driving licence	Application Form	Desirable

TERMS AND CONDITIONS – SUPPORT WORKER

Service for People with Learning Disabilities in Stoke on Trent

Salary:	Up to £12.60 per hour	
	Point One:	£12.30 per hour
	Point Two:	£12.60 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>		
The above pay scale will come into effect from 01 April 2025.		

Hours of Work:

Full time. Full time hours are 37.5 hours per week. Hours to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to 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.

Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Level 2 or 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed

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against the job description, person specification and competency framework of this role.

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.

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 does not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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 will receive Company Sick Pay benefits as detailed above but pro rata to 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:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary. There are some exemptions to this cover so please ask for further details on commencing employment.

Discretionary Benefits:

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

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

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Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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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