



**Creative Support Ltd, Head Office**

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**Relief Support Worker**  
**Tower Hamlets Extra Care Service**

**Reference: 86047**

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: 13 March 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](mailto: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**



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**JOB DESCRIPTION – RELIEF SUPPORT WORKER**  
**Care and Support Service in Tower Hamlets**



**Hours:** Relief (Flexible: to include evenings, nights, weekends and public holidays).

**Responsible to:** Extra Care Manager

**The Role:**

To provide person-centred care and support to people with care needs, enabling people to live as independently as possible in the community. We support clients who live with various physical and mental disabilities, learning disabilities, and dementia. You will engage with service users and build trusting, therapeutic relationships within an extra care service. Your role will include providing support as part of a structured approach, and offering personal care and support with daily living tasks, in line with their individual care plan. You will also work closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individual.

**Main Duties**

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To respect the service users' right to privacy and to ensure that their dignity is maintained at all times.
3. To be flexible and responsive to the needs of service users as directed by their individual care plans.
4. Support service users to develop practical and social skills to retain optimum control over their lives.
5. To provide personal care and support to service users with their daily living tasks such as meals, medication, housework and shopping in a sensitive and dignified way and in accordance with the service users' wishes.
6. To advise and support service users in all aspects of maintaining the safety, hygiene and comfort of their home.
7. To promote the service users' self-esteem and enable them to express their preferences and make choices and decisions.
8. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
9. To assist service users with general activities of daily living including:
  - Shopping
  - Meal Preparation
  - Domestic tasks
  - Laundry
  - Managing day-to-day finances

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10. To encourage and support service users so as to maximise their self-care and independent living skills.
11. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.
12. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
13. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities. To promote the personal development of service users through developing support plans which outline goals and aspirations for the future.
14. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
15. To promote a healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.
16. To inform the Manager/Deputy Manager, CPN/Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Manager/Support Co-ordinator or the Duty/On-Call Manager.
17. 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.
18. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On-Call Manager and relevant agencies.
19. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.
20. To take appropriate action in the event of emergencies, ensuring that the Project Manager and the Deputy Project Manager or the Duty/On-Call Manager is informed promptly.
21. To follow Health and Safety guidelines carefully and to alert the Project Manager/Deputy Manager immediately of any concerns in relation to Health and Safety issues.
22. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
23. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

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- 24. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings. To work within the framework of the CPA and to liaise with the Care Co-ordinator and other professionals on a regular basis.
- 25. To fulfil the role of Extra Care Worker as required, under the direction of a senior member of staff.

**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 your Line Manager.
- 3. To accept regular support and supervision from your Line Manager.
- 4. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 5. To comply with Creative Support's Equal Opportunities Policy.
- 6. To maintain confidentiality at all times, in accordance with the agreed policy.
- 7. To identify training needs in discussion with your 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.
- 9. To undertake on the role of Shift Co-ordinator when required.
- 10. 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 and may involve supporting people with personal care needs.
- 11. 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.
- 12. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plan. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.
- 13. Any other duties as required.

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|    | <b>QUALITIES REQUIRED</b>   | <b>How Assessed</b>                          | <b>Essential or Desirable ?</b> |
|----|---|--|---------------------------------|
|    | <b>Skills and Knowledge</b>   |  |                                 |
| 1  | Good verbal communication skills and ability to listen sensitively to others  | Interview                                    | Essential                       |
| 2  | Good written communication skills, with an ability to contribute to a record keeping system   | Application                                  | Essential                       |
| 3  | Good interpersonal skills and ability to engage with people from all parts of society   | Interview                                    | Essential                       |
| 4  | Ability to work as part of a team   | Interview                                    | Essential                       |
| 5  | A basic understanding of older people’s needs   | Application & Interview                      | Essential                       |
| 6  | Ability to provide sympathetic, emotional and practical support to service users  | Application & Interview                      | Essential                       |
| 7  | A common sense approach to problem solving and an ability to deal with conflict and distress  | Application & Interview                      | Essential                       |
| 8  | Ability to work without direct supervision  | Application & Interview                      | Essential                       |
| 9  | Ability to liaise in a professional manner with other agencies  | Interview                                    | Essential                       |
| 10 | An understanding of the aims and principles of Creative Support   | Interview                                    | Essential                       |
| 11 | Understanding of Equal Opportunities Policies adopted by Creative Support   | Interview                                    | Essential                       |
|    | <b>Experience</b>   |  |                                 |
| 12 | Experience of providing care, support or other services to adults with support needs  | Application & Interview                      | Essential                       |
| 13 | Experience of working with older people   | Application                                  | Essential                       |
| 14 | Experience of working with and relating to people from a wide variety of backgrounds  | Application & Interview                      | Essential                       |
| 15 | Awareness of working with people who may have physical disabilities, mental health needs, dementia and / or learning disabilities   | Application & Interview                      | Essential                       |
|    | <b>Personal</b>   |  |                                 |
| 16 | Willingness to work flexible hours including unsocial hours according to needs of service user  | Interview                                    | Essential                       |
| 17 | Willingness to attend training courses and events   | Interview                                    | Essential                       |
| 18 | Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required | Application, Pre-employment Forms & Exercise | Essential                       |
| 19 | Willing to participate in regular supervision with line manager   | Interview                                    | Essential                       |

**TERMS AND CONDITIONS – RELIEF SUPPORT WORKER**  
**Care Support Service in Tower Hamlets for Older People**



**Pay Structure:**

**£13.85 per hour (Pay rate effective from April 1<sup>st</sup> 2025)**

**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.

**Hours of Work:**

Relief – zero-hours contract. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

**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.

**Holidays:**

Accrued monthly.

**Sona App:**

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

**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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