



**Creative Support Ltd, Head Office**

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**Relief Support Worker**

**Reference: 83180**

**Calderdale Learning Disabilities Service**

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 March 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](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 WORKERS**  
**Calderdale Learning Disabilities Service**



**Accountable to:** Relief Staff Team Leader

**Reporting to:** Senior support worker in the project where you are working and then to Service Manager.

**Calderdale services and surrounding area:**

Creative support have been running services in Calderdale since 2006. We support people in 10 properties across Calderdale plus provide a range of personalised services across the area.

**The Role:**

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

**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 to make choices and decisions and to participate as fully as possible in planning and decision-making processes.
5. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual’s personal support plans. 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.
6. To respect and promote the rights and entitlements of people with learning disabilities, to enable them to participate as fully as possible in their communities.
7. To support service users in maintaining the safety, security and comfort of their homes.
8. 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.
9. 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.
10. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
  - Maintaining health and well-being
  - Social skills/relationships
  - Daily living skills within their own home

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- Financial management of own affairs
  - Using community resources and facilities
  - Social, leisure, educational and work activities
  - Personal care & hygiene
  - Personal safety
11. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by their Support Plan.
  12. To work within agreed management protocols and guidelines for individuals with complex needs.
  13. 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.
  14. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.
  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 Local Senior support worker and the Unit Business Manager/ Service manager is informed promptly. Out of hours this would be to On-Call.
  20. To ensure safeguarding issues are raised in the appropriate manner and according to local policies and Calderdale safeguarding procedures. To always complete an incident report when a safeguarding alert arises and inform the local senior support worker or on call.
  21. To follow Health and Safety guidelines carefully and to alert the Area Manager immediately of any concerns in relation to Health and Safety issues.
  22. To contribute to project records and individual case files.
  23. To carry out and record all financial transactions involving service users within agency guidelines.

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24. To carry out general administrative duties, housing management tasks and services as required.

**Other**

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

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. 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

36. 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.

37. Any other duties as required.

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**PERSON SPECIFICATION – RELIEF SUPPORT WORKERS**

Calderdale Learning Disabilities Service



	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
<b>1</b>	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
<b>2</b>	Good written and verbal communication skills and ability to listen sensitively to others	Application & Interview	Essential
<b>3</b>	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
<b>4</b>	Ability to demonstrate basic insight and understanding into the needs of people with learning disabilities	Interview	Essential
<b>5</b>	Ability to work constructively and co-operatively as part of a team	Interview	Essential
<b>6</b>	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
<b>7</b>	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
<b>8</b>	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
<b>9</b>	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
<b>10</b>	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
<b>11</b>	Ability to provide emotional and practical support to service users	Application & Interview	Essential
<b>12</b>	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way	Application & Interview	Essential
<b>13</b>	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Application Form	Essential
<b>14</b>	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
<b>15</b>	Experience of supporting people with learning disabilities	Interview	Essential
<b>16</b>	Life experience and confidence in relating to people from a wide variety of backgrounds	Interview	Essential
<b>17</b>	Possession of Diploma in H&SC or other relevant social care qualification	Application Form	Desirable
<b>18</b>	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
<b>19</b>	Willingness to accept feedback and guidance and to attend training courses and events	Interview	Essential
<b>20</b>	To have a clean driving licence and access to a car	Application Form	Desirable
<b>21</b>	Ability to support service users with their physical health needs, for which a degree of physical fitness will be required	Application & Interview	Essential

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## TERMS AND CONDITIONS – RELIEF SUPPORT WORKERS

### Calderdale Learning Disabilities Service

#### Pay Structure:

£12.30 per hour plus accrued holiday credit (effective 01 April 2025)

#### Hours of Work:

As required.

#### Probationary Period:

The first four months will constitute a probationary period.

#### Holidays:

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

#### Sickness Policy:

You will not be entitled to company sick pay.

#### Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

#### Sona App:

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

#### Network:

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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