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Extra Care Support Worker

Reference: 53471

Accrington Older Adults 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 May 2022

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

A handwritten signature in black ink, appearing to read 'A. Webb', written over a light blue horizontal line.

Recruitment Department

All candidates are subjected to enhanced DBS checks.



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JOB DESCRIPTION – EXTRA CARE SUPPORT WORKER

Accrington Older Persons Scheme



Hours: Full and part time hours to be agreed and worked flexibly to include evenings and weekends, according to the needs of the service.

Accountable to: Project Manager / Support Co-ordinator

The Role:

You will provide person centred care and support to older people with support needs to enable people to live as independent lives as possible in the community. You will build warm, trusting relationships with service users.

You will visit service users in their own homes or in other settings as part of a structured approach, offer personal care and practical and emotional support in-line with their Personal Care Plan. You will collaborate with involved professionals and agencies to provide a consistent service that meets the needs of individuals.

1. Extra Care Duties

- 1.1 Develop warm, trusting relationships with service users to encourage them to express needs, views and concerns.
- 1.2 Respect service user rights to privacy and ensure that their dignity is maintained at all times.
- 1.3 Be flexible and responsive to service user needs outlined in Personal Care Plans.
- 1.4 Support service users to develop practical and social skills to retain optimum control over their lives.
- 1.5 Provide personal care in a sensitive and dignified way and following service user's wishes.
- 1.6 Advise and support service users in all aspects of managing their tenancy and maintaining safety, hygiene and comfort of their home.
- 1.7 Promote service user's self-esteem and enable them to express preferences and make choices and decisions and be involved in decision-making processes.
- 1.8 Enhance confidence and coping abilities of service users through encouragement and positive feedback.
- 1.9 Assist service users with general activities of daily living including:
 - Personal Care
 - Medication
 - Shopping
 - Meal Preparation
 - Domestic tasks
 - Laundry and ironing
 - Managing day to day finances

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- 1.10 Advise, encourage and support service users to maximise self-care and independent living skills.
- 1.11 Support service users in budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights agencies.
- 1.12 Support service users in meeting cultural and spiritual needs and in expressing their identity.
- 1.13 Encourage service user's to identify their strengths and interests and support service users in accessing social, leisure, education and work activities. To promote the personal development of service users through developing support plans with goals and aspirations.
- 1.14 Enable service users to participate in their communities and enjoy the rights and responsibilities of citizenship.
- 1.15 Promote a healthy lifestyle and give person-centred advice and support regarding diet, exercise, stress reduction, smoking cessation and weight management.
- 1.16 Inform the Registered Manager /Support Co-ordinator, Care Manager and involved professionals of concerns or significant changes in needs and circumstances. Promptly report concerns regarding children or vulnerable adults to the Registered Manager/Support Co-ordinator or the Duty/On Call Manager.
- 1.17 Support service users in administering and storing medication. Liaise with the service user's Consultant, GP and CPN regarding compliance with prescribed medication. Report adverse side effects of medication to a qualified nurse.
- 1.18 Work within risk management guidelines and assist service users in reducing risks to themselves and others. Promptly report concerns regarding risks to senior staff, the Duty Manager/On Call Manager and involved professionals.
- 1.19 Maintain a high standard of customer care and encourage feedback from service users and involved professionals. Report and document complaints, suggestions and feedback.
- 1.20 Take appropriate action in the event of emergencies, ensuring that the Service Manager or the Duty/On Call Manager is informed promptly.
- 1.21 Follow Health and Safety guidelines and alert the Service Manager of Health and Safety concerns.
- 1.22 Ensure that accurate records are in prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with other agencies.
- 1.23 Ensure that financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
- 1.24 Contribute to service users' reviews, through verbal and written reports and by attending Support Planning and Review Meetings.
- 1.25 Fulfil the role of keyworker as required, under the direction of a senior member of staff.

2. General Duties

- 2.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 2.2 Accept support, supervision and guidance from senior colleagues.
- 2.3 Identify own training needs with line manager and attend training events and courses.
- 2.4 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 2.5 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
- 2.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.
- 2.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.
- 2.8 Take on the role of shift co-ordinator when required.
- 2.9 Any other duties as required.

PERSON SPECIFICATION – EXTRA CARE SUPPORT WORKER
Accrington Older Persons Scheme



	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of providing care, support or other services to older people with support needs	Application & Interview	Desirable
2	NVQ or equivalent social care qualification	Application	Desirable
3	Degree level qualification	Application	Desirable
4	A warm, person centred and affirmative approach to older people with care and support needs	Interview	Essential
5	Excellent verbal and written communication skills and ability to listen sensitively to others	Application & Interview	Essential
6	Ability to work as part of a team	Interview	Essential
7	Ability to work without direct supervision in service user's home	Application & Interview	Essential
8	Provide respectful personal care and practical and emotional support to older people	Application & Interview	Essential
9	Willingness to work flexibly to meet the needs of the service, including evening and weekend shifts	Interview	Essential
10	Support service users with physical health needs; this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Application & Interview	Essential
11	A clean, valid driving licence and access to a car	Application	Essential

Salary:	Up to £9.60 per hour	
	Point One:	£9.50 per hour
	Point Two:	£9.60 per hour
	Under 21yrs:	£8.50 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. New starters under 25 with a degree level qualification will commence on point one of the payscale.</i>		

Sleep-Ins:

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

Holidays:

20 days plus 8 statutory days pro rata

Hours of Work:

Full or part time, full time hours are 37.5 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service. Sleep-ins are additional to your contracted hours.

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.

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.

Birthday Holiday Bonus:

After two years of continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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:

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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 your 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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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 of 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 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
- 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

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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.

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:

£100.00 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 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.

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Lease Cars/Car Allowance:

A mileage allowance is payable for the use of 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.

Vaccination Policy:

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks.