

**Creative Support Ltd**

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**Relief Support Worker****Reference: 53945****Salford Complex Needs Supported Living Service – Higher Broughton**

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: 25 July 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](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

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

**Recruitment Department**

Encs: Application Form  
Philosophy Statement  
Additional Information

***All staffs are subjected to enhanced DBS checks***

**Accountable to:** Registered Manager and Support Coordinators

**Hours:** As required, to be worked flexibly to include evenings and weekends, according to the needs of the service.

**The Role:**

To provide person-centred care and support to people with learning disabilities and complex needs living in a supported living service in the community. You will engage with service users and build trusting therapeutic relationships. Your role will include providing person centred care and support for people in line with their individual support plan. To work closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals. The role will involve forming warm and trusting relationships with the people you support, enabling them to access community services and build on their strengths and interests to live as full lives as possible.

**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 user's 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 in a sensitive and dignified way and in accordance with the service user's wishes.
6. To work with healthcare colleagues to deliver delegated health care to ensure service users' complex health care needs as met.
7. To promote the service user's confidence and enable them to express their preferences and make choices and decisions. To support service users who are non verbal or have limited verbal communication to express their wishes through the use of a range of communication tools.
8. To work within positive behavioural support plans and guidelines to ensure person centred support is delivered and effective management of any behaviours that may challenge.
9. To assist service users with general activities of daily living including:
  - Shopping
  - Meal Preparation
  - Domestic tasks
  - Laundry and ironing

- Managing day to day finances
- 10.** To contribute to the co-ordination of the care and support an individual requires with guidance from the Senior Support Workers and the Registered Manager.
  - 11.** To advise, encourage and support service users so as to maximise their self care and independent living skills.
  - 12.** 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.
  - 13.** To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
  - 14.** To identify individual 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.
  - 15.** To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
  - 16.** To promote a healthy lifestyle and follow guidelines from the SALT Team and Dieticians in terms of nutrition and hydration and other eating and drinking guidelines.
  - 17.** To inform the Manager/Senior Support Worker, 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/Senior Support Worker or the Duty/On Call Manager.
  - 18.** To support service users in complying with prescribed medication. To liaise with the service user's Consultant, GP in respect of compliance with prescribed medication. To report all side effects related to medication.
  - 19.** 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.
  - 20.** 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.
  - 21.** To take appropriate action in the event of emergencies, ensuring that the Project Manager and the Senior Support Worker or the Duty/On Call Manager is informed promptly.
  - 22.** To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.
  - 23.** 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.

- 24.** To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
- 25.** To contribute to service users' reviews through the provision of verbal and written reports and by attending Support Planning and Person Centred Review Meetings.

**Other**

- 26.** To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 27.** To provide regular verbal and written reports to your Line Manager.
- 28.** To accept regular support and supervision from your Line Manager.
- 29.** To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 30.** To comply with Creative Support's Equal Opportunities Policy.
- 31.** To maintain confidentiality at all times, in accordance with the agreed policy.
- 32.** To identify training needs in discussion with your 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 undertake 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.** 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.
- 38.** Any other duties as required.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/Desirable</b>
<b>1</b>	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>2</b>	Good written communication skills, with an ability to contribute to a record keeping system	Application form	Essential
<b>3</b>	Good interpersonal skills	Interview	Essential
<b>4</b>	Ability to work as part of a team	Interview	Essential
<b>5</b>	A good understanding of the needs of people with learning disabilities	Application & Interview	Essential
<b>6</b>	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
<b>7</b>	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
<b>8</b>	Ability to work without direct supervision	Application & Interview	Essential
<b>9</b>	Ability to liaise in a professional manner with other agencies	Interview	Essential
<b>10</b>	An understanding of the aims and principles of Creative Support	Interview	Essential
<b>11</b>	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
<b>12</b>	Experience of providing care, support or other services to adults with learning disabilities	Application & interview	Essential
<b>13</b>	Experience of working with people with learning disabilities	Application form	Essential
<b>14</b>	Experience of working with and relating to people from a wide variety of backgrounds	Application & interview	Desirable
<b>15</b>	Willingness to work flexible hours, including unsocial hours, according to needs of service users	Interview	Essential
<b>16</b>	Willing to participate in regular supervision with line manager	Interview	Essential
<b>17</b>	Ability to support service users with their physical health needs, this may include pushing wheelchairs, assistance with shopping, supporting clients with physical activities and using hoists of which a degree of physical fitness will be required	Application & interview	Essential

**Salary: £9.50 per hour**

**1. Sleep Ins:**

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

**2. Hours of Work:**

As required

**3. Probationary Period:**

The first four months will constitute a probationary period.

**4. 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.

**5. Sickness Policy:**

You will not be entitled to company sick pay

**6. 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. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

**7. Sona App:**

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