



Creative Support Ltd
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Date as Postmarked

Job Ref: 2404RCO

Dear Applicant

Relief Support Worker – Birmingham & Sandwell Mental Health & Learning Disability Services

Dear Applicant

Please find enclosed the job description details for the above post. You should refer carefully to the job description and answer each point on the person specification when completing the application form. You may submit a CV or additional documentation if you feel that this may be helpful to your application. However, please note we cannot accept a CV as a completed application. Please note the following:

Once you have submitted your application form allow 21 days for a response. We do not notify unsuccessful applicants for this post. If you do not receive a response within this time please consider this as an unsuccessful application.

Please return the completed application form to **Creative Support** in the enclosed Freepost envelope or to Recruitment, 5th Floor, Head Office, 35 Dale Street, Manchester, M1 2HF.

Due to our charitable organisational status all application forms submitted without use of the Freepost envelope must be done so using the correct postage amount. Creative Support cannot accept receipt of forms which carry a surcharge due to incorrect postage amounts.

Yours Faithfully,

Recruitment Department

- Encs: Application Form
- Terms and Conditions
- Job description
- Person Specification
- Philosophy Statement
- Additional Information

CREATIVE SUPPORT - JOB DESCRIPTION



Job Title: Relief Support Worker

Accountable to: Unit Business Manager, Team Leader and Senior Support Workers

Purpose Of The Job

To provide individualised person centred support to people with mental health needs and/or learning disabilities living in their own homes or 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.

Main Responsibilities/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 person'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 mental health needs and/or learning disabilities, and to enable them to participate as fully as possible in their communities.
6. 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.
7. 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

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

8. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified by the Person Centred Plan.

9. 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.
10. 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.
11. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
12. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
13. 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.
14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Unit Business Manager and the Team Leaders is informed promptly.
15. To follow Health and Safety guidelines carefully and to alert the Unit Business Manager immediately of any concerns in relation to Health and Safety issues.
16. To contribute to project records and individual case files.
17. To carry out and record all financial transactions involving service users within agency guidelines.
18. To carry out general administrative duties, housing management tasks and services as required.
19. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Other

20. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
21. To provide regular verbal and written reports to colleagues.
22. To accept support, supervision and guidance from senior colleagues.
23. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
24. To comply with and to implement the Equal Opportunities Policy.
25. To maintain confidentiality at all times, in accordance with the agreed policy.

26. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
27. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
28. To take on the role of shift co-ordinator when required.
29. Any other duties as required.

CREATIVE SUPPORT - PERSON SPECIFICATION

Job Title: Relief Support Workers



<u>Skills/Knowledge/Personal Qualities</u>	<u>Requirement</u>
1. Ability to demonstrate a warm, person centred & affirmative approach to people with learning disabilities/mental health needs Assessed by Interview	<i>Essential</i>
2. Good verbal communication skills and ability to listen sensitively to others Assessed by Interview	<i>Essential</i>
3. Ability to engage with service users, to develop and sustain warm and trusting relationships Assessed by Interview	<i>Essential</i>
4. Ability to demonstrate basic insight and understanding into the needs of people with mental health needs and/or learning disabilities Assessed by Interview	<i>Essential</i>
5. Ability to provide a basic understanding about the principles of Valuing People Assessed by Interview	<i>Desirable</i>
6. Written communication skills, sufficient to contribute to a record keeping system. Assessed by Application Form and Interview	<i>Essential</i>
7. Ability to work constructively and co-operatively as part of a team Assessed by Interview	<i>Essential</i>
8. Ability to work safely and responsibly without direct supervision in service user's own homes. Assessed by Interview	<i>Essential</i>
9. Ability to demonstrate initiative, self motivation and resourcefulness Assessed by Interview	<i>Essential</i>
10. 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 Assessed by Interview	<i>Essential</i>
11. Understanding of the person centred aims and principles of Creative Support and ability to put these into practice. Assessed by Application Form and Interview	<i>Essential</i>
12. Ability to demonstrate respect for difference and diversity. Assessed by Application Form and Interview	<i>Essential</i>

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| 13. | Ability to provide emotional and practical support to service users
Assessed by Application Form and Interview | <i>Essential</i> |
| 14. | 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.
Assessed by Application Form and Interview | <i>Essential</i> |
| 15. | Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual
Assessed by Interview | <i>Essential</i> |
| 16. | Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks.
Assessed by Interview | <i>Essential</i> |

Experience and Qualifications

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| 17. | Experience of providing care, support or other services to people with a variety of needs
Assessed by Application Form and Interview | <i>Desirable</i> |
| 18. | Experience of supporting people with mental health needs and/or learning disabilities
Assessed by Application Form | <i>Desirable</i> |
| 19. | Life experience and confidence in relating to people from a wide variety of backgrounds
Assessed by Application Form and Interview | <i>Essential</i> |
| 20. | Possession of NVQ or other relevant social care qualification
Assessed by Application Form | <i>Desirable</i> |

Other

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| 21. | Warm, respectful and positive approach when working with service users.
Assessed by Interview | <i>Essential</i> |
| 22. | Willingness to work flexible hours according to needs of agency and service users
Assessed by Interview | <i>Essential</i> |
| 23. | Willingness to attend training courses and events.
Assessed by Interview | <i>Essential</i> |
| 24. | Willing to accept feedback and guidance and to be accountable to colleagues and managers.
Assessed by Interview | <i>Essential</i> |
| 25. | To have a clean driving licence and access to a car.
Assessed by Application Form | <i>Desirable</i> |

CREATIVE SUPPORT - TERMS AND CONDITIONS



Job Title: Relief Support Workers

Employed by: Creative Support Limited

Pay Structure: £7.10 per hour

Sleep Ins: An additional payment of £26.50 is payable per night for sleep-ins as worked

Hours of Work: As required

Probationary Period: The first six months will constitute a probationary period.

Holidays: You will not be entitled to paid holidays unless you work 13 consecutive weeks.

Sickness Policy: You will not be entitled to company sick pay.

Disclosure Checks All appointments will be subject to CRB enhanced disclosure, ISA and POCA checks.