



Creative Support Ltd
 Head Office
 Wellington House
 Stockport
 SK1 3TS

Tel: 0161 236 0829
 Fax: 0161 237 5126
 recruitment@creativesupport.co.uk
 www.creativesupport.co.uk

Senior Support Worker

Reference: 74695

Harrold, Bedford, Learning Disabilities Residential Care

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 April 2024

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 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 applicants are subject to DBS checks.



| | | |
|-----------------------------|--|--|
| Cover Letter Page 1 of 9 | | |
|-----------------------------|--|--|

JOB DESCRIPTION – SENIOR SUPPORT WORKER
Harrold, Bedford, Learning Disabilities Residential Care



Hours: **Up to 37.5 hours per week**
(Flexible: to be worked according to a rota and to include evenings, weekends, sleep in duties and public holidays according to the needs of the service. Whilst not part of your rota, you may also be expected to do Waking Night shifts if required by the service.)

Accountable To: Deputy Manager/ Registered Service Manager

Information about the Services:

Creative Support currently manages 7 supported living services in Bedford. We are looking for a Senior Support Worker to be based at our residential care service in Harrold, Bedford. Each person is supported to achieve independence and outcome-focused goals within their own person centred plan. Individuals living at the service have a range of support needs, this may include requirements with personal care, medication, daily living skills, accessing the community and achieving goals and activities.

The Role:

To assist the management team in the co-ordination and operational management of the service, ensuring that a high quality service is maintained at all times. To take delegated responsibility for key functions and tasks, as directed by the management team. To ensure support is provided to service users with a view to promoting choice, independence, health and wellbeing. To assist the service manager with administrative and management duties and the wider Bedford supported living services on occasions where required.

1. Support Work Duties

- 1.1 Develop and sustain warm and trusting relationships with service users.
- 1.2 Promote self-esteem, happiness and emotional health of service users.
- 1.3 Respect the person's right to privacy and ensure that their dignity is maintained at all times.
- 1.4 Encourage and support service users in expressing needs, views and concerns. Enable service users to make choices and decisions and to participate to the fullest in planning and decision-making processes.
- 1.5 Respect and promote the rights and entitlements of people with learning disabilities, and enable them to participate to the fullest in their communities.
- 1.6 Be responsive to the needs of service users in line with Personal Support Plans and respond flexibly to changing needs.
- 1.7 Enable service users to gain independence, confidence and competence in following areas:
 - Social skills/relationships
 - Personal care and hygiene
 - Daily living skills
 - Using community resources and facilities
 - Social, leisure and work activities

- Self-organisation and coping abilities
- Personal safety

Achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

- 1.8 Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies and interventions specified by Person Centred Plans.
- 1.9 Monitor, review and evaluate protocols for people service users in line with person centred plans.
- 1.10 Ensure that service users receive advice, care and regular health checks to ensure their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles.
- 1.11 Support service users in developing a socially valued lifestyle, including culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities.
- 1.12 Assist service users in the administration and monitoring of prescribed medication following the Scheme's Medication Policy.
- 1.13 Monitor service users' emotional and physical wellbeing and inform staff and involved professionals of concerns or significant changes in needs, behaviour and circumstances.
- 1.14 Take appropriate action in the event of emergencies, ensuring that the Supported Living Manager and other managers are informed promptly as required.
- 1.15 Follow health and safety guidelines and alert the Line Manager of health and safety concerns.
- 1.16 Contribute to project records and individual case files.
- 1.17 Conduct and record financial transactions involving service users within agency guidelines.
- 1.18 Carry out general administrative duties, housing management tasks and services as required.
- 1.19 Contribute to service users' reviews, through verbal and written reports and by attending Support Planning meetings.

2. Management Duties

- 2.1 Offer support and supervision to junior staff, relief staff, students and volunteers as appropriate, under direction of the Supported Living Manager.
- 2.2 To fulfil the Shift Coordinator role whilst on duty given direction and support to other staff, leading by example and ensuring the smooth running of the service day-to-day in line with agreed ways of working.
- 2.3 Devise service rotas as required following agreed staffing requirements and the needs of service users. Be proactive and resourceful in addressing gaps in service provision. Inform

senior colleagues of the need for additional resources when required.

- 2.4 Contribute to and participate in the Bedford services on-call rota covering days, evenings and weekends. This covers all 7 of the supported living schemes and is supported by our national duty manager and senior on call service.
- 2.5 Communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.
- 2.6 Plan to meet the needs of service users as identified by their Person Centred Plan by:
 - Co-ordinating and deploying staff time to ensure that service users' needs are met and all agreed activities are carried out
 - Delegating tasks and responsibilities appropriately
 - Ensuring that duties are conducted as prescribed and that quality standards are met
- 2.7 Respond positively and quickly to complaints or feedback from residents, relatives or involved professionals ensuring all complaints are logged in the complaints file, the complaints procedure is followed and head office are informed where required.
- 2.8 Ensure all health and safety checks are carried out within agreed timescales
- 2.9 Complete quality audits as required for medication, finances, tenant's documentations and other key areas and escalate any issues or concerns to the appropriate manager.
- 2.10 Undertake staff supervisions including observations of practice, medication competency observations and 1:1 supervisions
- 2.11 To contribute positively to any recruitment efforts taking part in open days, recruitment events and interviewing potential candidates.
- 2.12 To induct new staff and agency support staff following the local induction procedure
- 2.13 To ensure all safeguarding matters and concerns are escalated to the local authority safeguarding team in a timely fashion, giving clear and concise information and ensuring any follow up actions or protection measures are implemented where appropriate. To ensure detailed and professional reports are kept for all safeguarding matters and filed appropriately.
- 2.14 To undertake tasks as required on instruction from or on behalf of the Supported Living Manager and/or other senior management.

3. General Duties

- 3.1 Positively promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of the company.
- 3.2 Accept support, supervision and guidance from senior colleagues.
- 3.3 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

- 3.4 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
- 3.5 Support service users with physical needs, including moving and handling and using hoists.
- 3.6 Identify own training needs in discussion with line manager and attend training events and courses as required.
- 3.7 Any other duties as required.

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------|
| 1. | At least one years' experience in supporting people with learning disabilities | Application | Essential |
| 2. | Experience of supervising a staff team and devising duty rotas | Application | Desirable |
| 3. | Possession of NVQ or other relevant social care qualification or willingness to work towards if successful | Application | Essential |
| 4. | Degree level qualification | Application | Desirable |
| 5. | A warm, person centred and affirmative approach to people with learning disabilities | Interview | Essential |
| 6. | Excellent verbal and written communication skills and ability to listen sensitively to others | Interview | Essential |
| 7. | Ability to engage with service users, to develop and sustain warm and trusting relationships | Interview | Essential |
| 8. | Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users | Interview | Essential |
| 9. | Co-ordinate and supervise staff and being a role model to staff | Application & Interview | Essential |
| 10. | Demonstrate initiative, self-motivation and resourcefulness and being proactive within the role in order to meet requirements | Interview | Essential |
| 11. | Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities | Application & Interview | Essential |
| 12. | Knowledge of communication techniques (e.g. Makaton, PECS, TEACCH System) | Application & Interview | Desirable |
| 13. | Support people with physical health needs. This may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required | Application & Interview | Essential |
| 14. | Willing to contribute to the on call rota | Interview | Essential |
| 15. | Willingness to work flexibly to meet the needs of the service | Interview | Essential |
| 16. | A clean, valid driving licence and willingness to travel to other destinations as required for training, meetings and other work related activity as required. | Application & Interview | Essential |



| | | |
|----------------|-------------------|-----------------|
| Salary: | Point One | £12.00 per hour |
| | Point Two: | £12.20 per hour |

Please Note: *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. Pay scale effective from 01 April 2024*

1. Hours of Work:

Full time hours: 37.5 hours per week. Hours to be worked flexibly on a rota which will include evenings, sleep-ins, weekends and bank holidays according to the needs of the service.

2. Sleep-ins:

Support staff may be required to undertake sleep-ins for which an enhancement will be paid.

3. Holidays:

20 days plus 8 statutory days (pro rata).

4. Birthday Holiday Bonus:

After two year continuous service you will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken three 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.

5. Disclosure Checks:

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

6. Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

7. 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.
- Twenty-Four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

8. Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

9. 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 its life assurance scheme at any time on reasonable notice to you.

10. 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

11. 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 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.

12. Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

13. Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

14. Payroll Giving:

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

15. WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

16. 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.

17. 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.

18. 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.

19. Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have had at least six months between resigning from their original post and taking up their new role.

20. 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.

21. 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.

22. Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

23. Lease Cars/Car Allowance:

A mileage allowance is payable for the use of an 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.

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.