



**Creative Support Ltd**

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**Support Worker**  
**Calderdale**

**Reference: 86182**

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: 02 May 2024**

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

**Recruitment Department**

**All employees are subject to enhanced DBS checks**



## JOB DESCRIPTION – SUPPORT WORKER

### Calderdale Learning Disabilities Service

**Hours:** Full time or part time (full time hours are 37.5 hours per week). To be worked flexibly on a rota to include evenings, daytimes, weekends and bank holidays according to the needs of the service.

**Accountable to:** Senior Support Worker /Deputy UBM or Service Manager

#### The Service:

A person centred shared supported living service for people with a learning disability and mental health support needs. Our aim is to provide individualised person centred support to people with learning disabilities and mental health support needs living in a supported living environment; to enable them to enjoy a meaningful life, to participate in their community and to develop their abilities as fully as possible. To ensure records are kept and quality standards are met.

#### Main Duties:

1. To develop and sustain warm and trusting relationships with the people we support.
2. To promote self-esteem, happiness and emotional health of people we support.
3. To respect people's right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support people to expressing their needs, views and concerns. To enable people to 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 learning disabilities, to enable them to participate as fully as possible in their communities.
6. To support people in maintaining the safety, security and comfort of their homes.
7. To support people in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.
8. To be responsive to people's individual needs within the framework of their Person Centred Plans and to respond flexibly to changing needs.
9. To enable people 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, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

10. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by the Person Centred Plan.
11. To work within agreed management protocols and guidelines for individuals with complex needs.
12. To ensure that people 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.
13. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.
14. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on people's strengths, interests and aspirations To enable people to access social, leisure, work and educational opportunities.
15. To enable people to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
16. To assist people in the administration and monitoring of prescribed medication in accordance with the Medication Policy.
17. To observe and monitor people's emotional and physical well-being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
18. To take appropriate action in the event of unforeseen emergencies, ensuring that the Local Senior support worker and the Unit Deputy Manager/ Service manager is informed promptly. Out of hours this would be On-Call.
19. 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 support the local senior support worker to ensure an action plan moving forward.
20. To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
21. To contribute to and complete in a timely way to complete records and individual case files.
22. To ensure all weekly and monthly checks on quality are carried out under the instruction of local management.

- 23. To carry out and record all financial transactions involving service users within agency guidelines.
- 24. To carry out general administrative duties, housing management tasks and services as required.
- 25. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

#### **Other**

- 26. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 27. To provide regular verbal and written reports to colleagues.
- 28. To accept support, supervision and guidance from senior colleagues.
- 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 and to implement the Equal Opportunities Policy.
- 31. To maintain confidentiality at all times, in accordance with the agreed policy.
- 32. To identify training needs and undertake specific specialised training as identified by 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 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.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Experience of providing care and support to people with a learning disability and/or mental health support needs	Application	Desirable
<b>2</b>	Knowledge and skills in supporting people with a learning disability who have complex care and health needs	Application	Desirable
<b>3</b>	A relevant Health and Social Care qualification such as NVQ Level 2,3,4 or Health and Social Care Diploma Level 2,3,4	Application	Desirable
<b>4</b>	A warm and engaging approach to working with people with a learning disability	Interview	Essential
<b>5</b>	Excellent verbal and interpersonal skills	Application & Interview	Essential
<b>6</b>	Good written communication and the ability to contribute effectively to a record keeping system	Application & Interview	Essential
<b>7</b>	Ability to work collaboratively with service users, families, and involved professionals to provide a coordinated service	Interview	Essential
<b>8</b>	Ability to work positively as part of a team	Interview	Essential
<b>9</b>	Ability to work safely and responsibly without direct supervision	Interview	Essential
<b>10</b>	Knowledge of communication approaches (e.g. Makaton, PECS, TEACCH System)	Application & Interview	Desirable
<b>11</b>	Demonstrate a strong duty of care and the ability to safeguard the wellbeing and rights of vulnerable service users	Application & Interview	Desirable
<b>12</b>	Demonstrate an understanding of anti-discriminatory practice and the ability to provide a service which is welcoming and inclusive	Interview	Essential
<b>13</b>	Possession of a valid, clean driving licence	Application Form	Desirable
<b>14</b>	Ability to undertake physically strenuous duties which will include household tasks, pushing wheelchairs and moving and handling using appropriate equipment	Interview	Essential

<b>Salary:</b>	<b>Up to £12.40 per hour depending on experience</b>	
	<b>Point One:</b>	£12.30 per hour
	<b>Point Two:</b>	£12.40 per hour
<b>Please Note:</b>  <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.</i>		

#### **Hours of Work:**

Full or part time, full time hours are 37.5 hours per week. Hours are to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to the needs of the service.

#### **Holidays:**

20 days plus 8 statutory days pro rata.

#### **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.

#### **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.

#### **Level 2 or 3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in Health and Social Care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

#### **Birthday Holiday Bonus:**

Contracted employees are 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. 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:**

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 you 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 twenty four 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.

**Pension:**

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

**Life Assurance:**

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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.

**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 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 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 had 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 provided will be depended 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.



**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.