



**Creative Support Ltd, Head Office**

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**Senior Support Worker**  
**The Willows, Brent Extra Care Service**

**Reference: 79759**

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: 06 May 2025**

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](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

If you would like to have an informal discussion about this position, please contact Tamryn Nicol (Development Officer) on 07929717745 or [tamryn.nicol@creativesupport.org.uk](mailto:tamryn.nicol@creativesupport.org.uk) or Mahip Singh (Service Director) on 07815518847 or [mahip.singh@creativesupport.co.uk](mailto:mahip.singh@creativesupport.co.uk) – please leave a voicemail in case you can't reach us and we will definitely get back to you.

We are very much looking forward to receiving a completed application from you.

Yours faithfully,

**Recruitment Department**



				Page Number:	1
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## JOB DESCRIPTION – EXTRA CARE SENIOR SUPPORT WORKER

### The Willows, Brent Extra Care Service

**Hours:** 37.5 hours per week, to be worked flexibly, including some weekends, according to the needs of the service and service users.

**Responsible to:** Extra Care Registered Manager, Area Manager and other senior colleagues.

We are seeking enthusiastic Extra Care Senior Support Workers to support the Registered Manager in leading an Extra Care service in Honeypot Lane, Brent. It is a friendly, culturally rich area near central London, with the closest tube station being Queensbury station. There are also several bus stops just 2 minutes' walk from the service.

The scheme focuses on providing integrated, holistic care and support to older people with care and support needs. Needs may include dementia, mental health needs, physical disabilities, learning disabilities and complex health needs. The scheme consists of 61 units consisting of one bedroom self-contained flats.

You will demonstrate a warm, caring and energetic approach, with a strong commitment to enable individuals to lead a fulfilled life while maintaining high levels of independence. **You must have a positive attitude and the ability to identify opportunities to engage individuals in all aspects of support provision and deliver dignified personal care.** You must be adept in the use of person-centred approaches when meeting the needs of the people we support.

#### Summary of Job

- i) To support in delivering a flexible and empowering service to meet the needs of clients. To work with housing providers and families in promoting a positive atmosphere within the scheme. To encourage participation in social activities on-site and to build connections in the wider community.
- ii) To ensure that the people we support receive individualised, person-centred support which enables them to enjoy a fulfilling and valued life. To ensure that clients retain existing skills and that staff promote re-ablement and maximise independence. To provide outcome-focused support which enables people to achieve planned goals and desired outcomes. This will involve actively working with the people we support and their circle of support when formulating care plans, risk assessments and health action plans.
- iii) To assist with leading, coordinating and supervising a team of around 15-20 support workers to achieve the highest standards of customer care and positive outcomes. You may be expected to shift-lead during your designated shifts. **In addition, you will be required to provide direct personal care support to clients in a warm and dignified manner.**
- iv) If you are the designated Shift Leader, you will be expected to problem solve and deal with any urgent or emergency issues as they occur, with the skills and abilities to know when to escalate to a more senior person. The Senior Support Worker will have access to the Business Continuity Plan and emergency folder e.g. turning off flooding water, mains electricity, important phone numbers for senior staff, emergency staff cover etc.
- v) To work in conjunction with other members of the multi-disciplinary teams, families and other stakeholders to achieve positive outcomes for individuals.

				<b>Page Number:</b>	<b>2</b>
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## 1. Management Duties

- 1.1 To ensure that people receive a consistent, reliable and personalised service by deploying staff to meet their needs and preferences in accordance with agreed support plans and activity programmes. To ensure that commissioned support hours are provided reliably in accordance with the statutory care plan. To organise rotas as efficiently and effectively as possible, and to arrange cover for absences and additional requirements as needed. To ensure that staff rotas take account of gender preferences and other specific requirements.
- 1.2 To ensure high standards of health and safety by ensuring that staff comply with all safety policies and requirements. To ensure the physical environment is maintained in a safe, clean and tidy manner. To ensure safe lone-working protocols are followed and to be aware of staff whereabouts at all times.
- 1.3 To communicate effectively with staff, the people we support, their families and stakeholders, and to promote the positive reputation and activities of Creative Support.
- 1.4 To assist with the organisation of regular team meetings at monthly or more frequent intervals, and to ensure that staff are well-briefed in all matters relating to policy, good practice and agency requirements. To support the Manager in encouraging full attendance and participation of all staff (including part time and relief staff) in these meetings.
- 1.5 To ensure that all staff practise in a safe, competent and person centred manner, and follow all guidelines for the provision of personal support, management of medication and health conditions, support with mobility, everyday household tasks, personal finances and community activities. To ensure that staff encourage clients to self-medicate, where possible, and where direct assistance is required, that staff follow the guidelines for administration and recording as outlined in client's prescription, Care Plan and Creative Support's Medication Policy.
- 1.6 To report and manage accidents, incidents and emergencies, following Creative Support and agreed multi-agency reporting guidelines and requirements.
- 1.7 To provide excellent internal and external customer care. To respond professionally to all enquiries and to reply efficiently to emails and written requests for information. To ensure that the people we support, and their families, are aware of the Complaints Policy and are supported to make complaints and suggestions. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families, staff and stakeholders. To ensure that service users have access to independent sources of advice, advocacy and representation, as required.
- 1.8 To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers, and students on placement comply with Creative Support and the local council's Safeguarding Policy and Procedures. To report immediately any concerns regarding vulnerable adults or children to the Extra Care Manager, the Duty/On Call Manager and the local authority.
- 1.9 To implement and comply with Creative Support's Equal Opportunities Policies. To ensure that the service provided is sensitive to the cultural and religious needs of service users and staff alike. To promote cultural sensitivity and anti-discriminatory practice. To ensure that people

				<b>Page Number:</b>	<b>3</b>
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with additional physical/sensory disabilities receive a service which is tailored to their individual needs and communication requirements.

1.10 To ensure that all staff carry out and record all financial transactions (including petty cash, expenses and service user finances) within agency guidelines.

1.11 To carry out any other duties delegated by the Extra Care Manager, and other senior managers.

## **2. Direct Care and Support of Service Users**

2.1 To develop and sustain warm, trusting and respectful relationships with the people we support.

2.2 To promote the self-esteem, happiness, and welfare of the people we support.

2.3 To offer unconditional positive regard to the people we support, and to respect their right to privacy and confidentiality.

2.4 To provide respectful personal care, and ensure that dignity is maintained at all times.

2.5 To encourage and support people to express their needs, views and concerns. To enable the people we support to make choices and decisions, and to participate as fully as possible in planning and decision-making processes. To enable people to contribute actively to decisions regarding their own care, support, and activities through communication methods which are tailored to individual needs. To ensure that Best Interest meetings are carried out where necessary with input from the Care Managers.

2.6 To respect and promote the rights and entitlements of people with disabilities and to enable them to engage as fully as possible in their communities and to maintain community connections. To ensure that people who require external advice, representation, and advocacy are referred to the appropriate services.

2.7 To carry out the role of key worker and to enable people to achieve their goals and dreams by working alongside them to develop their person-centred plans. To respond to changing needs and preferences, and to promote confidence, independence and coping abilities. To encourage the use of informal and peer support and to reduce reliance on paid support/services.

2.8 To support people in maintaining the safety, security, cleanliness and comfort of their homes. 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, including paying rent, council tax and utility bills, reporting repairs and maintaining their accommodation to a good standard. To support people who have rent arrears to repay these according to agreed schedules. To support people to maintain good relationships with neighbours. To ensure excellent communication and joint working with the housing provider and agencies to ensure that accommodation and physical environment is kept to a high standard and that all areas are attractive, clean and well maintained. Ensure that repairs are reported in a timely manner and escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and/or to the client's satisfaction.

				<b>Page Number:</b>	<b>4</b>
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- 2.9 To support people to obtain and manage aids and adaptations to their homes in order to meet their mobility and other needs, and to access assistive technologies as required. To ensure that people with mobility and manual handling needs have an up to date manual handling assessment and that staff follow any specific guidelines for safe manual handling or mobility support which may arise from these assessments.
- 2.10 To ensure that emergency buzzers, pull cord / pendant alarm systems, assistive technologies / telecare and mobility aids / equipment are regularly checked, inspected and function fully, and that staff and clients are trained in their use. To ensure that relevant contact numbers are accessible to staff in order to report faults with systems / equipment.
- 2.11 To use person-centred active support to enable people to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas, as appropriate:
- Social skills/relationships
  - Personal care & hygiene
  - Maintaining tenancies & being a good neighbour
  - Daily living skills
  - Managing money/financial inclusion
  - Using community resources and facilities
  - Social and leisure activities
  - Education, training and work opportunities
  - Managing health and wellbeing
  - Self organisation and coping abilities
  - Personal safety
- 2.12 To support people to claim their full benefit entitlement and to devise personal budgets which support their chosen lifestyle. To promote financial independence and inclusion by supporting and enabling people to open bank accounts, pay bills, handle cash, make transactions and to save for future goals. To liaise with people’s appointees to ensure they enjoy a high quality of life.
- 2.13 To support people to enjoy a wide range of activities and opportunities within the community, both within and outside the service, in accordance with their needs and preferences. To enable people to develop a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences that build on their strengths, interests and aspirations. To enable people to access social, leisure, educational, training, volunteering and paid work opportunities where appropriate.
- 2.14 To ensure that people receive all necessary advice and support to maintain their physical and mental health and general well being. To support people in the management of long term conditions (such as epilepsy, diabetes and other conditions). To develop Health Action Plans for people with complex health needs in conjunction with health professionals. To ensure attendance at health appointments including regular optical, dental and other health checks appropriate to age, gender and individual needs. To promote nutrition, relaxation, exercise and a healthy lifestyle and compliance with medication and treatment programmes. To promote the right to access high quality primary and specialist health care services.
- 2.15 To observe and monitor people’s emotional and physical well-being and to inform the line manager, families and other agencies of any concerns or significant changes in their needs,

behaviour and circumstances. To convey any professional concerns to members of the multi-disciplinary team in a proactive manner.

- 2.16 To follow the guidance and risk management strategies outlined in the individual's risk assessment. To promote a culture of positive risk management which balances risk and enjoying opportunities for a fulfilling life. To ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors.
- 2.17 To work closely with the families of the people we support and other professionals involved in their care and support to provide a coordinated and bespoke service which meets the needs of the individual. To encourage and support connections with families, friends and members of the circle of support. To positively and respectfully communicate with families and other professionals at all times.
- 2.18 To maintain records and individual case files. To document and account for all work undertaken with the people we support and other agencies in accordance with recording standards.
- 2.19 Ensure that people can access the services they want, whether provided by community, local authority or commercial organisations by strongly encouraging these organisations to make appropriate reasonable adjustments.
- 2.20 To administer all medication to the people we support as per the stated guidelines. To ensure that clients are supported in ordering, taking and storing prescribed medication. To liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported.

### 3. Other

- 3.1 To notify your line manager of your planned whereabouts and to submit accurate timesheets weekly.
- 3.2 To provide regular verbal and written reports to colleagues.
- 3.3 To accept support, supervision and guidance from the Extra Care Manager and other senior managers.
- 3.4 To carry out all work in a manner consistent with the aims and philosophy of Creative Support.
- 3.5 To comply with and implement the Equal Opportunities Policy.
- 3.6 To maintain confidentiality and data protection at all times, in accordance with the agreed policies.
- 3.7 To identify training needs in discussion with your line manager and to attend training events and courses as required.
- 3.8 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

				<b>Page Number:</b>	<b>6</b>
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4.1 Any other duties as required.

				<b>Page Number:</b>	<b>7</b>
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**PERSON SPECIFICATION – EXTRA CARE SENIOR SUPPORT WORKER**

**The Willows, Brent Extra Care Service**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
1.	Ability to demonstrate confidence, skills and experience in supporting people with a variety of mental and physical health needs. Experience of supporting older people with personal care needs.	Application & Interview	Essential
2.	A relevant social care qualification e.g. NVQ/QCF 4, RMA, DipSW etc.	Application	Desirable
3.	A commitment to equal opportunities and the promotion of anti-discriminatory practice.	Application & Interview	Essential
4.	Excellent written/verbal communication skills and good IT skills.	Application & Interview	Essential
5.	Ability to demonstrate a warm, caring and energetic approach and a 'can do' attitude with a strong vision and commitment to achieving a responsive, flexible and personalised service.	Application & Interview	Essential
6.	Ability to lead, manage & supervise staff assertively to ensure effective team working, high standards of practice and positive outcomes for service users.	Interview	Essential
7.	Experience of coordinating rotas and deploying staff to meet the needs and preferences of service users.	Interview	Desirable
8.	Good organisational skills with the ability to prioritise & manage a busy workload (which will include direct support, supervision & management of staff and joint work with partner agencies).	Interview	Essential
9.	Ability to demonstrate a creative and innovative approach to delivering services and to meeting the needs of service users and dedicated to supporting clients with dignified personal care.	Interview	Essential
10.	Personal resilience and ability to manage a challenging workload & competing priorities.	Interview	Essential
11.	Ability to liaise warmly and positively with a range of agencies, to gain the confidence and respect of families, professionals and other stakeholders and to sustain productive partnerships.	Application & Interview	Essential
12.	Applicants must enjoy good health and be able to reliably carry out the responsibilities of the post.	Application & Interview	Essential
13.	Willingness to work flexible hours according to the needs of the project. This will include evening and weekend working as required.	Interview	Essential



## TERMS AND CONDITIONS – EXTRA CARE SENIOR SUPPORT WORKER

### The Willows, Brent Extra Care Service

<b>Salary:</b>	<b>Up to £14.42 per hour</b>	
	<b>Point One:</b>	£14.00 per hour
	<b>Point Two:</b>	£14.42 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 hours will be considered for all roles. Full time hours: 37.5 hours per week. Part time hours may be agreed subject to a minimum of 15 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.

#### Holidays:

20 days plus 8 statutory days pro rata

#### 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:

All 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 £500 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.

				<b>Page Number:</b>	<b>9</b>
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### 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 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 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.

				<b>Page Number:</b>	<b>10</b>
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**WeCare 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 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.

**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 business 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.

				<b>Page Number:</b>	<b>11</b>
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