



Creative Support Ltd

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Senior Support Worker

Heysham Intensive Support Service

Reference: 82470

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: 30 April 2025

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 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 – SENIOR SUPPORT WORKER
Heysham Intensive Support Services



Hours: Full Time, to be worked flexibly according to a rota and including evenings, weekends, public holidays and sleep-in shifts.

Responsible to: Registered Project Manager and Service Director

The Role:

To provide individualised person centred support to people with learning disabilities, mental health needs and complex behaviours within an autism and forensic specialist service the Heysham area; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. To assist the Project Manager in the daily co-ordination and operational management of the service, ensuring that a high quality, flexible service is maintained at all times.

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 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, 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 be fully aware and adhere to the ethos and principles of Creative Support, 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, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback with the aim of service users' becoming less dependant on paid, formal support.

8. To lead a core team of people who have been specifically skills matched to provide care and support within an autism specialist framework. To lead, mentor and model to a core team of people in providing positive responses to behaviours that challenge. To ensure team stability and an excellent standard of support is achieved through skills matching and the effective supervision of staff in joining and leaving the team.
9. To understand the critical importance of behaviour management guidelines as defined by a multi-disciplinary team and to follow and facilitate close adherence to these guidelines. To lead and be part of a core team offering cohesive and consistent practise at all times.
10. To work closely and in consultation with a multi-disciplinary clinical team in the development of the support model and staffing structure including incident analysis, risk assessment, understanding and facilitating behavioural guideline and staff selection and training.
11. To offer positive behaviour support to individuals who express their frustrations and needs through challenging behaviour by using appropriate strategies, inclusive of CITRUS techniques, management protocols and guidelines agreed with the multi-disciplinary team.
12. To provide feedback, de-brief and reflection with staff members who have been involved in incidents which have required the use of CITRUS strategies or techniques.
13. To monitor, review and evaluate individual protocols for people with complex needs in line with the person centred plan.
14. To ensure that a core team of people offering autism specialist support within a challenging setting do so in a way which is consistent and cohesive and in line with clinical team instruction and direction.
15. 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.
16. To support people to enjoy a wide range of activities within their home and community which meets their needs. 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.
17. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
18. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
19. 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.

20. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and the Service Director is informed promptly.
21. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Tameside's Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Project Manager and the Duty/On Call Manager.
22. To follow Health and Safety guidelines carefully and to alert the Project Manager and Health and Safety Manager immediately of any concerns in relation to Health and Safety issues.
23. To contribute to project records and individual case files.
24. To carry out and record all financial transactions involving service users within agency guidelines.
25. To carry out general administrative duties, housing management tasks and services as required.
26. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Additional Duties for Senior Support Worker

27. To offer informal and formal support and supervision to junior staff, relief staff, students and volunteers as appropriate, under the direction of the Project Manager.
28. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.
29. To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:
 - Co-ordinating and deploying staff time in such a way as to ensure that service users needs are met and all agreed activities are carried out in line with the Just Enough Support principles
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
30. To devise duty rota's in accordance with agreed staffing requirements and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.
31. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.

32. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.
33. To take particular responsibility for aspects of health and safety.
34. To participate on the Out of Hours on call duties on a rotational basis.

Other

35. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
36. To provide regular verbal and written reports to colleagues.
37. To accept support, supervision and guidance from senior colleagues.
38. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
39. To comply with and to implement the Equal Opportunities Policy.
40. To maintain confidentiality at all times, in accordance with the agreed policy.
41. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.
42. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
43. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
44. To take on the role of shift leader when required.
45. 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 will involve supporting people with personal care needs.
46. To have the ability to work creatively during a shift as there is an expectation to work in different areas with different people in line with the Just Enough Support principles.
47. 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.
48. Any other duties as required

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with a learning disabilities, mental health needs and complex needs	Interview	Essential
2	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with learning disabilities, mental health needs and complex needs	Application & Interview	Essential
5	Good written communication skills	Application & Interview	Essential
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own homes and in the community	Interview	Essential
8	Ability to demonstrate initiative, self motivation and resourcefulness	Interview	Essential
9	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	Interview	Essential
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
11	Understanding of the Creative Support ethos and principles and ability to put these into practice.	Application & Interview	Essential
12	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
13	Ability to provide emotional and practical support to service users	Interview	Essential
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 behaviour inclusive of the implementation of CITRUS techniques when required.	Application & Interview	Essential
15	Ability to be trained and use CITRUS breakaway and physical intervention techniques if and when required. Applicants must be physically fit and able to perform these techniques in line with the techniques requirements	Application Form, Pre-emp Forms & Interview	Essential
16	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required.	Application Form, Pre-emp Forms & Interview	Essential
17	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
18	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential

	QUALITIES REQUIRED CONTINUED	How Assessed	Essential /Desirable
19	Ability to support and supervise junior staff and provide on the job coaching	Application & Interview	Essential
20	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
21	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)	Application & Interview	Desirable
22	The ability to serve as a professional role model to colleagues	Interview	Essential
23	The ability to supervise junior staff and to deputise for the Service Manager	Application & Interview	Essential
24	Experience of supporting people with learning disabilities	Application & Interview	Essential
25	Experience of supporting people with complex health needs (PEG / Epilepsy)	Application	Desirable
26	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
27	Possession of NVQ / DipSW or other relevant social care qualification	Application	Essential
28	Good standard of general education	Application	Essential
29	Willingness and ability to work flexibly to meet the needs of the individuals and the service, inclusive of sleep in duties	Application & Interview	Essential
30	Willingness to attend training courses and events	Interview	Essential
31	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
32	Willing to participate in regular supervision with line manager	Interview	Essential
33	Willingness and ability to participate in Out of Hour on call duties	Application & Interview	Essential
34	Possession of clean driving license and willingness to drive service user vehicles	Application & Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Heysham Intensive Support Service

Salary:

Up to £8.90 per hour dependent on experience, qualifications and current salary

Point One: £12.90 per hour

Point Two: £13.00 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 the month.

An additional payment of £64.80 is payable per night for sleep-ins as worked.

All waking nights attract an additional payment of £0.50ph for each night actually worked. This is paid to all staff who work nights whether on the basis of regular waking nights, periodic night duty, internal rotation or occasional night duty.

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.

Employees will be awarded a one off bonus payment of **£100.00** (pro-rata for employees who are contracted to work less than 18 hours per week) once they have successfully completed their probationary period which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Diploma in Health and Social Care Level 3:

All employees commencing employment will be required to undertake and complete the Diploma in Health and Social Care Level 3 programme as a condition of their employment. If staff hold NVQ 3 care / Diploma in Health and Social Care Level 3 or equivalent they will of course not need to do the award again.

Disclosure Checks:

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

Hours of Work:

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

Probationary Period:

The first six months will constitute a probationary period. When this is successfully completed, employment will be confirmed. You will be required to undertake and complete Diploma in Health and Social Care Level 3 during your probationary period as a condition of your employment.

Holidays:

20 days plus 8 statutory days for the first year of service.

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week. Part time employees who work less than 18 hours per week will be eligible for a maximum of two weeks pro rata hours worked Company Sick Pay benefits per annum after 12 months service.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

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

Discretionary Benefits:

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.