

**Creative Support Ltd, Head Office**

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Senior Support Worker**Reference: 82479****Hampton Crescent and Leeds Extra Care Service for Older People**

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: 13 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 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 candidates are subjected to enhanced DBS checks



JOB DESCRIPTION – SENIOR SUPPORT WORKER
Hampton Crescent and Leeds Extra Care Service



Hours: 37.5 hours per week. To be flexible to meet the requirements of the service.

Accountable To: Extra Care Registered Manager, Area Manager and other senior colleagues.

Purpose of the Job:

We need an enthusiastic Extra Care Senior to support the Manager in leading our Extra Care Service. You will demonstrate a warm, caring and energetic approach, with a strong commitment to providing person-centred support to older people. You must have a positive attitude and the ability to identify opportunities to engage individuals in all aspects of care provision. You must be adept in the use of person-centred approaches when meeting the needs of the people we support.

1. Main Duties:

- 1.1** Conduct support planning and risk assessments in relation to both the older adult and their home environment prior to a service commencing and to update these at twice yearly intervals or whenever there has been a significant change in circumstances and in the likely risks/needs.
- 1.2** Devise appropriate support plans with clients and involved professionals in line with Personal Care Plans that are reviewed after 6 weeks of the contract starting and 6 monthly thereafter unless there has been a change in need or contract
- 1.3** Offer support, supervision and guidance to all staff, ensure that staff are appropriately supported, trained and understand the needs of each service user they support in line with care plans.
- 1.4** Visit clients and families regularly to ascertain their satisfaction with the service and to receive feedback and suggestions. Concerns/queries are addressed within 24 hours. Ensure the Support Coordinator, Service Manager and Deputy Manager are fully informed of all concerns.
- 1.5** Liaise with team members to ensure a consistent and coordinated service.
- 1.6** Assist senior managers with running of the service, ensuring that new staff and clients are welcomed and fully informed of their rights and responsibilities to ensure a high quality service. Ensure that the service fulfils CQC domiciliary care standards at all times.
- 1.7** Offer reassurance and support to clients at times of emotional distress and confusion.
- 1.8** Develop warm, trusting relationships with clients and families and encourage them to express their needs, views and concerns.
- 1.9** Work alongside the Registered Manager and Senior Operations Manager and take delegated responsibility for:
 - Health and Safety aspects
 - Referral and allocation procedures
 - Feedback and report writing
 - Monitoring quality in the community and evaluation of the service

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| CoverLetter Page 2 of 8 | | | |
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- Complete all extra care rotas
 - Client participation
 - Financial and administrative procedures
 - Medication procedures
 - Lone working policies and procedures
 - Complaints, compliments and suggestions procedures
 - Identify training needs for staff
 - To liaise with the manager support officer any annual leave staff wish to take
 - Deliver Training
 - Deliver direct care
 - Safeguarding procedures
- 1.10** Assist in monitoring clients' health and wellbeing and inform the Registered Manager and involved professionals of changes in needs concerns or circumstances. Liaise with GP's, district nurses, occupational therapists and involved professionals to meet service user needs.
- 1.11** Respect the client's right to privacy and to ensure that their dignity is maintained at all times.
- 1.12** Enable clients to retain as much independence and control over their lives as possible. Enhance the confidence and coping abilities of clients through encouragement and positive feedback.
- 1.13** Ensure and monitor that staff correctly utilise the electronic monitoring system to record their visits and the duration of visits
- 1.14** Promote client's self-esteem and enable them to express preferences and make choices and decisions.
- 1.15** Support clients in meeting their cultural and spiritual needs and in expressing their personal identity and chosen lifestyle.
- 1.16** Support and enable clients to participate in their communities and to enjoy activities in the community. Encourage social and leisure activities and the maintenance of social networks.
- 1.17** Support clients in taking prescribed medication. Complete a robust medication risk assessment. Record medication taken on the Medication Recording Sheet. Encourage clients to manage their medication as independently as possible.
- 1.18** Work within agreed risk management guidelines and assist clients in reducing risks to themselves or others. Promptly report concerns regarding risks to the Registered Manager the multi-disciplinary team.
- 1.19** Maintain a high standard of customer care and encourage feedback from clients, families and involved professionals. Document complaints, suggestions and feedback and report these to the Registered Manager.
- 1.20** Take appropriate action in the event of unforeseen emergencies, ensuring that the Registered Manager is promptly informed.

- 1.21** Follow health and safety guidelines and alert the Registered Manager of health and safety concerns.
- 1.22** Ensure that records are accurate, up-to-date and in the prescribed format. Document work undertaken in support of clients, their progress, concerns and communication with families and other agencies.
- 1.23** Ensure that financial transactions are promptly and accurately recorded in line with Creative Support procedures.
- 1.24** Contribute to client reviews through verbal and written reports and by attending review meetings.
- 1.25** Provide respectful personal care following needs, wishes and preferred routines outlined in personal support plans. Some individuals require support with physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

2. General Duties:

- 2.1** Undertake the role of On Call on a rotational basis for the service and Tameside Living Well at Home Service.
- 2.2** Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 2.3** Accept support, supervision and guidance from senior colleagues.
- 2.4** Undertake specific specialised training for working with people with learning disabilities as needed.
- 2.5** Identify training needs with Line Manager and attend training events and courses as required.
- 2.6** 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
- 2.7** Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 2.8** Take on the role of shift co-ordinator when required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Hampton Crescent and Leeds Extra Care Service

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|-----|--|---------------------------|----------------------|
| 1. | Experience of supporting older people with personal care needs | Application and Interview | Essential |
| 2. | A relevant social care qualification e.g. NVQ/QCF 2 OR 3 | Application | Essential |
| 3. | Degree or equivalent qualification | Application | Desirable |
| 4. | Excellent written/verbal communication skills and good IT skills | Application and 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 and 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 | 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 and 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 |
| 14. | Willingness to participate on a local on call service | Interview | Essential |
| 15. | Car driver | Application & interview | Desirable |

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| Salary: | Up to £12.90 per hour | |
| | Point One: | £12.83 per hour |
| | Point Two: | £12.90 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. | | |

1. 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.

2. Holidays:

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

3. 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.

4. Disclosure Checks:

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

5. Probationary Period:

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

6. 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.

7. Pension:

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

8. 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.

9. 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

10. 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.

11. Hospital Saturday Fund:

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

12. Annual Rail Ticket:

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

13. 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.

14. Achieve Q Staff Awards:

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

15. 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.

16. 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.

17. 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

18. 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.

19. 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.

20. 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.

21. Travel Expenses:

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

22. 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.