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## Relief Support Worker

**Reference: 83379**

### Stalybridge Intensive Support Service

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: 18 June 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](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**



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## JOB DESCRIPTION – RELIEF WAKING NIGHT SUPPORT WORKER

### Stalybridge Intensive Support Service

**Hours:** Zero hours contract, as and when required.

**Responsible to:** Service Director, Project Manager, Team Leader and other colleagues

**The Role:** You will provide person centred support to service users with learning disabilities, complex behaviours and physical/sensory disabilities. You will enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

#### 1. Support Work Duties

- 1.1 Develop warm, trusting relationships with service users to encourage them to express needs, views and concerns.
- 1.2 Promote the self-esteem, happiness and emotional health of service users.
- 1.3 Respect service user's right to privacy and ensure that their dignity is maintained.
- 1.4 Encourage and support service users to express needs, views and concerns. Enable service users make choices and decisions and participate as fully as possible in planning and decision-making processes.
- 1.5 Respect and promote the rights and entitlements of people with learning disabilities and complex needs and enable them to participate as fully as possible in communities.
- 1.6 Support service users in maintaining the safety, security and comfort of their homes.
- 1.7 Support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.
- 1.8 Be responsive to the individual needs of service users within the framework of their Person Centred Plans and respond flexibly to changing needs.
- 1.9 Enable service users to gain independence, confidence and competence in following areas:
  - Social skills/relationships
  - Personal care & hygiene
  - Daily living skills
  - Managing money
  - Using community resources and facilities
  - Social, leisure and work activities
  - Self-organisation and coping abilities
  - Personal safety

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

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- 1.10 Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies, management guidelines and intervention specified by Person Centred Plans.
- 1.11 Work within management protocols and guidelines for individuals with learning disabilities.
- 1.12 Ensure that service users receive advice, care and regular health checks to ensure physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.
- 1.13 Support service users in claiming their full benefit entitlement, budgeting and managing personal finances.
- 1.14 Utilise appropriate communication techniques according to the needs of the service user.
- 1.15 Support service users in developing a socially valued lifestyle, including culturally and age appropriate experiences, building on strengths, interests and aspirations of the service user. Enable people to access social, leisure, work and educational opportunities.
- 1.16 Implement positive risk management strategies in line with Person Centred Plans.
- 1.17 Assist service users in the administration and monitoring of prescribed medication following the Scheme's Medication Policy.
- 1.18 Observe and monitor service users' emotional and physical wellbeing and inform relevant staff and involved professionals of concerns or significant changes in needs, behaviour and circumstances.
- 1.19 Take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager are informed promptly.
- 1.20 Follow Health and Safety guidelines and promptly alert the Team Leader of Health and Safety concerns.
- 1.21 Contribute to project records and individual case files.
- 1.22 Conduct and record financial transactions involving service users within agency guidelines.
- 1.23 Carry out general administrative duties, housing management tasks and services as required.
- 1.24 Contribute to service users' reviews, through verbal and written reports and by attending Support Planning meetings.
- 1.25 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

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activities which will include moving and handling and may involve supporting people with personal care needs.

- 1.26 You may be required to carry out domestic tasks which could include assisting service users with their washing, ironing and general cleaning tasks as required.
- 1.27 You will be required to attend your shift on time and ensure that you are fully rested prior to undertaking your waking night shift. You will be required to stay fully awake at all times for the duration of your shift.

## **2. General Duties**

- 2.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 2.2 Accept support, supervision and guidance from senior colleagues.
- 2.3 Identify own training needs with line manager and attend training events and courses.
- 2.4 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 2.5 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
- 2.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.
- 2.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.
- 2.8 Take on the role of shift co-ordinator when required.
- 2.9 Any other duties as required.

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**PERSON SPECIFICATION – RELIEF SUPPORT WORKER****Stalybridge Intensive Support Service**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
<b>1</b>	Experience of supporting people with autism, learning disabilities and physical/ sensory disabilities	Application	Essential
<b>2</b>	Possession of NVQ or other relevant social care qualification	Application	Desirable
<b>3</b>	Degree level qualification	Application	Desirable
<b>4</b>	A warm, person centred and respectful approach to people with autism and learning disabilities	Interview	Essential
<b>5</b>	Excellent written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>6</b>	Work constructively and co-operatively as part of a team	Interview	Essential
<b>7</b>	Work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
<b>8</b>	Initiative, self-motivation and resourcefulness	Interview	Essential
<b>9</b>	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, Pre-Emps & Interview	Essential
<b>10</b>	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
<b>11</b>	A clean driving licence and access to a car	Application	Essential

## **TERMS AND CONDITIONS – RELIEF SUPPORT WORKER**

### **Stalybridge Intensive Support Service**

#### **Pay Structure:**

**£12.30 per hour plus accrued holiday credit**

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

Zero hours contract, as and when required.

#### **Holidays:**

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

#### **Probationary Period:**

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

#### **Sickness Policy:**

You will not be entitled to company sick pay.

#### **Disclosure Checks:**

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

#### **SONA app:**

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts

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