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## Relief Support Worker

**Reference: 83380**

**Camden Learning Disability 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 candidates are subjected to enhanced DBS checks.**



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**JOB DESCRIPTION – RELIEF SUPPORT WORKER**  
**Camden Services for Adults with a Learning Disability**



**Accountable to:**

Service Manager, Project Manager, Team Leader, Support Co-ordinator, and Senior Support Workers

**The Role:**

To provide individualised person-centred support to people with learning disabilities living in their own homes or in supported housing; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

**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 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 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, teaching, advice, role modelling, encouragement and positive feedback.

8. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified by the Person Centred Plan.
9. To ensure that service users receive all necessary advice, care, and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.
10. 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

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of the service user. To enable people to access social, leisure, work, and educational opportunities.

11. To enable service users to access developmental opportunities, new experiences, and challenges, whilst not being exposed to unacceptable risks.
12. To assist service users in the administration and monitoring of prescribed medication in accordance with the scheme's Medication Policy.
13. To observe and monitor the service users' emotional and physical wellbeing, and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
14. To alert the relevant manager about any concerns about service users and/or safeguarding issues immediately.
15. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager and Team Leader are informed promptly.
16. To follow Health and Safety guidelines carefully, and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
17. To contribute to project records and individual case files.
18. To carry out and record all financial transactions involving service users within agency guidelines.
19. To carry out general administrative duties, housing management tasks, and services as required.
20. To contribute to service users' reviews through the provision of verbal and written reports and by attending Support Planning meetings.

**Other:**

21. To notify your line manager of planned whereabouts and to submit accurate timesheets weekly.
22. To provide regular verbal and written reports to colleagues.
23. To accept support, supervision, and guidance from senior colleagues.
24. To carry out all work in a manner consistent with the aims of the service and the service principles adopted by Creative Support.
25. To comply with, implement, the Equal Opportunities Policy.
26. To maintain confidentiality at all times, in accordance with the agreed policy.
27. To identify training needs in discussion with your line manager, and to attend training events and courses as required.
28. To observe any written policies, procedures, and guidelines for good practice agreed by Creative Support.

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- 29.** To take on the role of shift leader when required.
- 30.** 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.
- 31.** 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.
- 32.** To provide respectful personal care in accordance with the needs, wishes, and preferred routines as 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.
- 33.** Any other duties as required.

# PERSON SPECIFICATION – RELIEF SUPPORT WORKER

## Camden Services for Adults with a Learning Disability

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate insight and understanding into the needs of people with learning disabilities	Interview	Essential
5	Ability to provide a basic understanding about the principles of Valuing People	Interview	Desirable
6	Written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
7	Ability to work constructively and co-operatively as part of a team	Interview	Essential
8	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
9	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	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
11	Understanding of the person centred aims and principles of Creative Support 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	Application & 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 behaviours	Application & Interview	Essential
15	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
16	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
17	Experience of providing care, support or other services to people with support needs	Application & Interview	Essential
18	Experience of supporting people with learning disabilities	Application	Desirable
19	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
20	Possession of NVQ or other relevant social care qualification	Application	Desirable
21	Warm, respectful and positive approach when working with service users	Interview	Essential

<b>22</b>	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
<b>23</b>	Willingness to attend training courses and events	Interview	Essential
<b>24</b>	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
<b>25</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-employment Forms and Exercise	Essential

**TERMS AND CONDITIONS – RELIEF SUPPORT WORKER**  
**Camden Services for Adults with a Learning Disability**



**Employed by:**

Creative Support Limited

**Pay Structure:**

**£13.85 per hour**

**Hours of Work:**

Relief - zero hour's contract. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

**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 this must be requested by contacting the Payroll Department.

**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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