



**Creative Support Ltd, Head Office**

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## Activity Support Worker

**Reference: 87126**

**Tower Hamlets Services**

Thank you for your interest in the above post, please find enclosed the specific role requirements and duties for this post. When completing the application form you may submit additional documentation however, we cannot accept a CV as a completed application.

**Closing Date: 27 June 2025**

Once you have submitted or posted your application form allow *10 working days* after the closing date for a response. Please return the completed application form to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road South, Stockport, SK1 3TS.

For informal enquiries please email Jessica Morris (Senior Development Officer – Activities and Partnerships) on [Jessica.Morris@creativesupport.co.uk](mailto:Jessica.Morris@creativesupport.co.uk)

Yours Faithfully,

**Recruitment Department**

**All candidates are subjected to enhanced DBS checks.**



## **JOB DESCRIPTION – ACTIVITY SUPPORT WORKER**

### **Tower Hamlets Services**

**Hours:** **25 hours per week.** Hours will be worked flexibly to meet the needs of the service (this may include some evenings and weekends).

**Responsible to:** Senior Development Officer

#### **The Role:**

To initiate, plan and provide enjoyable and stimulating group and one-to-one activities, based on the identified needs, interests and preference of older people living in our Extra Care Service in Tower Hamlets. To facilitate social inclusion and community links and to promote their physical and mental wellbeing, confidence and independence.

#### **Main Tasks:**

1. To initiate, plan and provide sessions for members on an individual or group basis.
2. To enable members to enjoy and participate actively in the session to achieve their identified outcomes.
3. To develop warm and trusting relationships with clients and to promote their confidence and self-esteem.
4. To maintain a high standard of customer care and to review all activities and seek feedback from members, families, support worker and others. To develop and adapt activities as required to meet the needs and preferences of individuals.
5. To promote equality of opportunity and inclusion for all members by ensuring that they receive a service that meets their individual needs and preferences taking account of any specific gender, cultural and communications requirements.
6. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Senior Development Officer/Service Manager and/or the Duty/On Call Manager.
7. To take appropriate action in the event of emergencies, ensuring that senior staff or the Duty/On Call Manager is informed promptly.
8. To follow Health and Safety guidelines carefully and to alert the senior staff immediately of any concerns in relation to Health and Safety Issues. To take care to manage your own safety and the safety of colleagues particularly when lone working. To follow all guidelines for lone working and personal safety.
9. To maintain records of attendance and the progress of individuals. To keep written records of customer feedback and to carry out any other administrative duties relevant to the role.
10. To create positive community connections in line with Service User interests, and support them to engage in community activities.

## Other

- 1 To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 2 To provide regular verbal and written reports to your Line Manager.
- 3 To accept regular support and supervision from your Line Manager.
- 4 To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 5 To comply with Creative Support's Equal Opportunities Policy.
- 6 To maintain confidentiality at all times, in accordance with the agreed policy.
- 7 To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
- 8 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 9 Any other duties as required.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential / Desirable?</b>
<b>1</b>	Relevant qualifications appropriate to role	Application & Interview	Desirable
<b>2</b>	An ability to provide enjoyable and stimulating activity sessions	Interview	Essential
<b>3</b>	An ability to engage service users with differing needs in activities	Interview	Essential
<b>4</b>	Good verbal communication skills and interpersonal skills	Interview	Essential
<b>5</b>	Good written communication skills	Interview	Essential
<b>6</b>	An ability to facilitate and work with people in groups	Interview	Essential
<b>7</b>	A basic understanding of the needs of people with dementia, learning disabilities, people with mental health needs, autism and people with physical disabilities	Application & Interview	Essential
<b>8</b>	Ability to work as part of a team and on own initiative	Interview	Essential
<b>9</b>	An understanding of the aims and principles of Creative Support	Interview	Essential
<b>10</b>	Understanding of Equal Opportunities and Policies adopted by Creative Support	Interview	Essential
<b>11</b>	Experience of working with people with dementia, a learning disability, people with mental health needs, autism and people with physical disabilities	Application & Interview	Desirable
<b>12</b>	Experience of planning and delivering group work/activities	Application Form	Essential
<b>13</b>	A respectful, caring person-centred approach	Interview	Essential
<b>14</b>	Willingness to work flexible sessions according to needs and preferences of service users (this may include evenings and weekends)	Interview	Essential
<b>15</b>	Willingness to participate in regular supervision with line manager	Interview	Essential

**Pay Structure:**

£13.85 per hour (Indexed to the London Living Wage)

**Hours of Work:**

25 hours per week to be worked flexibly as required, including occasional weekends and evenings.

**Probationary Period:**

The first 4 months will constitute a probationary period.

**Holidays:**

20 days plus 8 bank holidays days – pro-rata for part time employees.

**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.

**Birthday Holiday Bonus:**

You 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.

**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 are available to employees.

**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.

**WeCare Staff 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:**

£100.00 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 £200 worth of vouchers.

**Welcome Back Grant:**

£200 worth of vouchers for employees who return to the organisation who have had 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.