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Wellbeing Support Worker
1 x Royston and 1 x Hoyland, Barnsley

Reference: 87141

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 without a completed application form.

Closing Date: 15/07/2025

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.

Please note that we may shortlist your application as it is received rather than after the closing date so please submit your application at the earliest opportunity. Once you have submitted your application form please allow 7 working days after the closing date for a response

All candidates are subject to an enhanced DBS check and other pre-employment checks.

If you have any questions regarding the role please contact Abigail Gelder on - 07817000195

We are very much looking forward to receiving a completed application from you.

Many thanks

Recruitment Team

JOB DESCRIPTION – WELLBEING SUPPORT WORKER



Royston or Hoyland - Barnsley

Hours: 35 hours per week which will include evenings, weekends and bank holidays according to the needs of the service.

Responsible to: Registered Manager

The Role: Well Being Officer

You will support the wellbeing of people we support at two extra care services in Barnsley. We are looking for enthusiastic, proactive and caring individuals who have the ability to plan and deliver an activity and wellbeing programme, working closely with colleagues and external agencies.

Community Engagement

1. Gather and distribute relevant information and working with community partners to create awareness of external resources and promote community access.
2. Ensure people have the advice and information required to maintain their wellbeing. This will include signposting them and their carers to other services and facilities within the community.
3. Support people to maximise their choices by assisting them to seek out all the information they need to make an informed choice about all aspects of their lives.
4. Support people to develop and strengthen social relationships and maintain relationships with family and friends.
5. Facilitate opportunities for social contact and for individuals to engage in mutual support.
6. Support people to participate in volunteering, employment, education, social and leisure activities and actively seek opportunities for them to be fully integrated members of their communities.

Activities

1. Consult on activities with people at the service, developing on-site activities which support a vibrant community environment.
2. Support and encourage residents to organise and run their own activities and to form a residents group to plan and co-produce activities.
3. Adapt activities based on the needs and preferences of individuals.
4. Facilitate meaningful group and individual activities which maintain and enhance physical and mental wellbeing, prevent social isolation, and support individuals to attend and enjoy these activities.
5. Hold partnership events with local organisations and professionals and encourage neighbours and the friends and relatives of residents to attend events.
6. Promote events and activities through newsletters, flyers and other means.
7. Maximise participation and active engagement with activities.
8. Develop an understanding of the unique strengths and aspirations of each individual, using a person-centred approach in order to capture individual circumstances and desired outcomes.

Provide Support

1. Conduct regular wellbeing checks with all residents at the service.
2. Support individuals to improve their skills to maintain and restore independence – ensuring that people have access to tools and opportunities to achieve this, with or without services. This may include support to make GP appointments, referrals into the falls service etc.
3. Deliver personal care to individuals and provide support with health and daily living needs and tasks and at times be included in the rota for the delivery of care and support. This will include administering prescribed medication in accordance with medication administration protocols.
4. Work with residents on improving their quality of life, which is tailored to their individual needs, and through this empowering them to have control over their own life.
5. Provide a lead support function including risk assessments, record keeping, and planning with residents to ensure they receive the appropriate level of support from the provider, or external agencies.
6. Respond to emergencies and incidents.
7. Ensure that residents are able to live free from discrimination and harassment by identifying and addressing oppressive behaviours and ensuring equal access to services.

Tenancy Support:

1. Help people to remain in their own homes and providing practical advice and personalised support to enable individuals to move in and maintain their home.
2. Monitor properties and maintaining a good working knowledge of the building and health and safety procedures to ensure individuals have a safe and well maintained home environment.
3. Support tenants to live safely and comfortably in their homes and to access aids, adaptations and creative technologies which will enhance their environment and quality of life.
4. Support residents to enable them to manage their finances effectively, so that they can sustain their tenancies and enjoy a good quality of life. Advise and empower residents to access the benefits and resources they are entitled to.
5. Provide a contact point and information for tenants and family members.
6. Identify unmet needs and concerns and signpost appropriately.
7. Act as an advocate for residents in relation to external agencies.
8. Respond positively to complaints and ensure that these are followed up by Creative Support, or by the housing provider, as appropriate.
9. Report incidents of anti-social or discriminatory behaviour.

General duties:

1. Ensure effective communication with line manager.
2. Accept regular support and supervision from line manager.
3. Carry out all work in a manner consistent with the mission, values and principles of Creative Support.
4. Comply with and to implement the Equal Opportunities Policy of Creative Support.
5. Ensure the safety of residents and safeguard adults and children from harm. Identify and report all safeguarding concerns in accordance with Creative Support and the council's Safeguarding Policies.
6. Maintain confidentiality at all times, in accordance with the agreed policy.

7. Identify own training needs in discussion with line manager and to attend training events and courses as required.
8. Observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
9. Undertake travel across as required and work flexibly to meet deadlines.
10. Any other duties as required.

PERSON SPECIFICATION – WELLBEING SUPPORT WORKER**Royston or Hoyland - Barnsley**

	QUALITIES REQUIRED	How Assessed?	Essential / Desirable?
1	Experience of supporting older people with personal care and support needs	Application & Interview	Essential
2	Ability to plan and deliver an Activity and Wellbeing programme for the service, building on individual and community strengths and assets	Application & Interview	Essential
3	Ability to engage positively with individuals to maximize their participation in planning and attending on-site and community activities	Application & Interview	Essential
4	An understanding of a strengths-based approach and ways of promoting and maintaining independence	Application & Interview	Essential
5	Ability to co-produce activities and events with residents, colleagues, the housing provider and other agencies as part of a team approach	Application & Interview	Essential
6	An understanding of housing, health and welfare rights and the ability to advocate for residents in respect of their needs and entitlements	Application & Interview	Essential
7	A relevant social care qualification e.g. NVQ/QCF 2 or 3	Application	Desirable
8	Good written and verbal communication and IT skills	Application & Interview	Essential
9	Ability to proactively manage own workload and take instruction from different managers.	Application & Interview	Essential
10	Ability to plan ahead, prioritise work and meet deadlines	Application & Interview	Essential
11	Ability to develop partnerships and positive relationships with all stakeholders	Interview	Essential
12	A warm, caring and energetic approach and a 'can do' attitude	Application & Interview	Essential
13	A creative and innovative approach to delivering services and to meeting the needs of service users	Application & Interview	Essential
14	Willingness to travel and work flexible hours which will include Evenings, weekends and public holidays as required	Interview	Essential
15	An understanding of how to improve and maintain the wellbeing of older people	Interview	Essential
16	Ability to effectively and enthusiastically facilitate group and individual activities, promoting enjoyment and engagement	Application & Interview	Essential
17	Willingness to travel and work flexible hours which may include some evening and weekend work as agreed with line manager.	Interview	Essential

18	A commitment to our person centered mission and values.	Interview	Essential
19	Car driver and access to own car	Application	Desirable

TERMS AND CONDITIONS – WELLBEING SUPPORT WORKER

Royston or Hoyland Barnsley

Salary:	£12.44 per hour based on £11.44 per hour plus local market supplement of £1.00
Please Note: <i>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.</i>	

Hours of Work:

Full time (37.5 hours per week) or part time hours to be worked flexibly on a rota, which will include evenings, nights, weekends and bank holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days pro rata

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.

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.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:

All employees are entitled to one additional day (pro-rata for part time employees) of paid 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.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus (pro-rata if part-time) providing all induction processes have been completed satisfactorily and upon completion and submission of your probationary review paperwork.

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 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.

Pension:

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

Life Assurance:

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
- Paid compassionate leave
- Paid compassionate 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 available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

We Care 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 Awards

Awarded in the December following the 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 of vouchers when their friend starts work with us.

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have 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 contracted working hours.

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 current Travel Expenses policy. Please contact the HR Department for a copy of this.