



Creative Support Ltd, Head Office

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## Relief Support Worker

**Reference: 87085**

**Barnet 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: 20 June 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](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.**



**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 well being. 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 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.

- 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.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Experience of providing care or support to people with learning disabilities	Application & Interview	Essential
<b>2</b>	Possession of NVQ, Health and Social Care Diploma or other relevant social care qualification	Application	Desirable
<b>3</b>	Degree level qualification	Application	Desirable
<b>4</b>	A warm, respectful and person centred approach to people learning disabilities, complex needs and autism	Interview	Essential
<b>5</b>	Excellent written, verbal and non-verbal communication skills and the ability to listen sensitively to others	Interview	Essential
<b>6</b>	Ability to work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative	Interview	Essential
<b>7</b>	Ability to work safely and responsibly without direct supervision in service user's own home	Interview	Essential
<b>8</b>	Support service users with physical health needs; this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required.	Application, Interview	Essential
<b>9</b>	Willingness to work flexibly, including evenings and weekends to meet the needs of the service	Interview	Essential
<b>10</b>	A clean driving licence and be willing to drive service users cars	Application	Desirable

**1. Pay Structure:**

£12.60 per hour plus accrued holiday credit

**2. Sleep Ins:**

An additional payment is payable per night for sleep-ins as worked

**3. Hours of Work:**

As required on a zero hours basis

**4. Probationary Period:**

The first four months will constitute a probationary period.

**5. 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.

**6. Sickness Policy:**

You will not be entitled to company sick pay.

**7. Sona App:**

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

**Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.