



**Creative Support Ltd, Head Office**

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## Support Worker

**Cannock Learning Disability Service**

**Reference: 77982**

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: 11 September 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.



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**Hours:** Full time and part time hours available. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

**Reports to:** Staff Team Leader

**The Role:**

You will provide person centred support to people with learning disabilities and promote personal development and a fulfilling lifestyle. Your role will include delivering care and support, including personal care in service user homes. You will collaborate with involved professionals to provide a consistent service to maximise service user outcome.

**Support Work Duties:**

- 1.1** Develop warm, trusting relationships with service users to encourage them to express needs, views and concerns.
- 1.2** Respect service user rights to privacy and ensure that their dignity is maintained at all times.
- 1.3** Be flexible and responsive to needs of service users following their support and care plans.
- 1.4** Advise and support service users in all aspects of managing their tenancy and maintaining safety, hygiene and comfort of their home.
- 1.5** Promote service user's self-esteem and enable them to express preferences and make choices and decisions and be involved in decision-making processes.
- 1.6** Enhance confidence and coping abilities of service users through encouragement and positive feedback.
- 1.7** Advise, encourage and support service users to maximise self-care and independent living skills.
- 1.8** Support service users in budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights agencies.
- 1.9** Support service users in meeting cultural and spiritual needs and in expressing their identity.
- 1.10** Encourage service user's to identify their strengths and interests and support service users in accessing social, leisure, education and work activities. To promote the personal development of service users through developing support plans with goals and aspirations.
- 1.11** Enable service users to participate in their communities and enjoy the rights and responsibilities of citizenship.

- 1.12** Encourage service users to take as much responsibility as possible for their physical and mental health and access primary health care and other services. Promote a healthy lifestyle and give person-centred advice and support regarding diet, exercise, stress reduction, smoking cessation and weight management.
- 1.13** Assist in monitoring service users' mental health and wellbeing and inform senior staff and involved agencies of concerns or significant changes in need or circumstances. Promptly report concerns regarding children or vulnerable adults to the Registered Manager/Support Co-ordinator or the Duty/On Call Manager.
- 1.14** Support service users in administering and storing medication. Liaise with the service user's Consultant, GP and CPN regarding compliance with prescribed medication. Report adverse side effects of medication to a qualified nurse.
- 1.15** 16. Advise and support service users with substance misuse. Support service users who wish to reduce or stop using non prescribed drugs and alcohol and work within the principles of harm reduction.
- 1.16** Work within risk management guidelines and assist service users in reducing risks to themselves and others. Promptly report concerns regarding risks to senior staff, the Duty Manager/On Call Manager and involved professionals.
- 1.17** Maintain a high standard of customer care and encourage feedback from service users and involved professionals. Report and document complaints, suggestions and feedback.
- 1.18** Take appropriate action in the event of emergencies, ensuring that the Service Manager or the Duty/On Call Manager is informed promptly.
- 1.19** Follow Health and Safety guidelines and alert the Service Manager of Health and Safety concerns.
- 1.20** Ensure that accurate records are in prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with other agencies.
- 1.21** Ensure that financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
- 1.22** Work within the framework of the CPA and regularly liaise with the Care Co-ordinator and involved professionals.
- 1.23** Provide respectful personal care following needs, wishes and preferences specified in Personal Support Plans. Some individuals will require support with physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

**General Duties:**

- 1.24** Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 1.25** Accept support, supervision and guidance from senior colleagues.

- 1.26** Identify own training needs with line manager and attend training events and courses.
- 1.27** Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 1.28** 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
- 1.29** There is a requirement to support service users with daily living skills and individual activities, including moving and handling.
- 1.30** 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.
- 1.31** Take on the role of shift co-ordinator when required.
- 1.32** Any other duties as required.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	Experience of supporting people with learning disabilities	Application	Essential
<b>2</b>	Possession of NVQ II/III or other relevant social care qualification	Application	Desirable
<b>3</b>	Degree level qualification	Application	Desirable
<b>4</b>	A warm, person centred and affirmative approach to people with 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>	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
<b>7</b>	Work constructively and co-operatively as part of a consistent team approach	Interview	Essential
<b>8</b>	Work safely and responsibly without direct supervision in service user homes	Interview	Essential
<b>9</b>	Support service users with 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 flexibly, including evenings and weekends to meet the needs of the service	Interview	Essential
<b>11</b>	A full valid UK driving licence	Application	Essential

<b>Salary:</b>	<b>Up to £12.40 per hour (from 01 April 2025)</b>	
	<b>Point One:</b>	£12.30 per hour
	<b>Point Two:</b>	£12.40 per hour
<p><b>Please Note:</b> 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.</p>		

### **Hours of Work:**

Full time or part time. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

### **Sleep Ins:**

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

### **Holidays:**

20 days plus 8 statutory days pro rata.

### **Birthday Holiday Bonus:**

All employees 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.

### **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.

### **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 (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of your end of 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 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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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 its 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 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.

### **WeCare 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 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 £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

**Welcome Back Grant:**

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

**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.