

**Creative Support Ltd, Head Office**

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## Support Worker

**Reference: 87462**

**Cheshire West Learning Disability Services**

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: 03 October 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

A handwritten signature in black ink, appearing to read 'A. Webb', is written over a light blue horizontal line.

**Recruitment Department**

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

**INVESTORS IN PEOPLE®**  
We invest in people Gold



**Stonewall DIVERSITY CHAMPION**



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## **JOB DESCRIPTION – SUPPORT WORKER**

### **Cheshire West Learning Disability Services**

**Hours:** Full- and Part-time hours, to be worked flexibly, including evenings, weekends and bank holidays.

**Responsible to:** The Manager and senior colleagues

#### **The Role:**

We require a dynamic, caring, forward thinking person to provide individualised person-centred support to people learning disabilities living in their own homes. You will support service users to lead meaningful and satisfying lives through the provision of flexible and personalised support. You will work in partnership with individuals to enable them to take active control over their lives and to make progress towards personal goals. You will work in an anti-discriminatory manner, ensuring that the rights and entitlements of service users are respected at all times. You will promote self-esteem, independence, social inclusion and a sense of personal identity separate from illness and disability. The successful applicant will be able to think on their feet, work under their own initiative at times and respond to situations with a proactive attitude.

#### **Main Responsibilities/Duties**

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To work closely with service users with Learning Disabilities to develop person centred plans that are unique to the individual and reflect their personality, choices, preferences and which are focused on developing new skills and maintaining an excellent quality of life.
3. To respect the service user's right to privacy and to ensure that their dignity is maintained.
4. To advise, encourage and support service users so as to maximise their self-care and independent living skills.
5. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights/advice agencies.
6. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
7. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans and person centred plans.
8. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.
9. To carry out holistic assessments of need and devise appropriate person centred focused support plans and comprehensive risk assessments in full consultation with service users, senior staff members and other agencies. To ensure support plans are reviewed and evaluated and also amended in accordance with changing needs, presenting risks and individual preferences.

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10. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self-organisation and to encourage them to maintain appointments and commitments.
11. 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.
12. To respect and promote the rights and entitlements of people with mental health needs, learning disabilities, physical disabilities and acquired brain injury, and to enable them to participate as fully as possible in their communities.
13. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness, through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
14. 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.
15. 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.
16. 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, employment and educational opportunities and enjoy the rights and responsibilities of citizenship.
17. To support service users in complying with prescribed medication and working towards self-medication in accordance with agreed risk/support plans. To liaise with the service user's Consultant, GP and Care Coordinator in respect of compliance with prescribed medication. To ensure that service users attend regular medication reviews with their consultant/GP's and are supported to report any adverse side effects or concerns.
18. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To support service users in reducing risks to themselves/others and to promote community safety. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring individuals are able to make choices and enjoy rights & opportunities within a positive risk management approach which has been agreed with the service user and other agencies. To promptly & professionally report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
19. To understand mental capacity and decision making and work with partner agencies, families and services users to ensure that where best interest decisions have been made that these are upheld and reviewed on a continuous basis
20. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback. To maintain a warm and responsive approach to families and to report their feedback and concerns.

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21. To take appropriate action in the event of emergencies, ensuring that the Line Manager and the Service Manager or the Duty/On Call Manager is informed promptly.
22. To follow Health and Safety guidelines carefully and to alert the Line Manager immediately of any concerns in relation to Health and Safety issues.
23. To ensure that accurate records are kept in the prescribed format. To clearly and professionally document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies. To comply with confidentiality and data protection requirements.
24. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
25. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Stockport Metropolitan Borough Council's safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.
26. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning/Person Centred Planning and Review Meetings.
27. To assist the manager with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities.
28. To fulfil the role of Key Worker as required, under the direction of a senior member of staff.

#### **Other**

29. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
30. To be available to work flexibly in order to meet the needs of the agency and the service user. This may include day, evening, weekend and sleep in shifts which may also be split shifts.
31. To provide regular verbal and written reports to colleagues.
32. To accept support, supervision and guidance from senior colleagues.
33. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
34. To comply with and to implement the Equal Opportunities Policy.
35. To maintain confidentiality at all times, in accordance with the agreed policy.
36. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
37. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

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**38.** To take on the role of shift co-ordinator when required.

**39.** Any other duties as required.

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**PERSON SPECIFICATION – SUPPORT WORKER**  
**Cheshire West Learning Disability Services**

|           | <b>QUALITIES REQUIRED</b>                                                                                                                                                                                                        | <b>How Assessed</b>               | <b>Essential/ Desirable</b> |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------|
| <b>1</b>  | Ability to demonstrate a warm, caring, person centred and positive approach to people with a learning disability                                                                                                                 | Interview                         | Essential                   |
| <b>2</b>  | Good communication skills and ability to listen sensitively to others                                                                                                                                                            | Interview                         | Essential                   |
| <b>3</b>  | Ability to engage with service users, to develop and sustain warm and trusting relationships                                                                                                                                     | Interview                         | Essential                   |
| <b>4</b>  | Ability to demonstrate basic insight and understanding into the needs of people with mental health needs and learning disabilities                                                                                               | Interview                         | Essential                   |
| <b>5</b>  | Excellent written and verbal English skills and ability to listen sensitively to others                                                                                                                                          | Interview                         | Essential                   |
| <b>6</b>  | Ability to use IT systems to maintain record keeping and communications systems                                                                                                                                                  | Application & Interview           | Essential                   |
| <b>7</b>  | Ability to work constructively and co-operatively and collaboratively as part of a team                                                                                                                                          | Interview                         | Essential                   |
| <b>8</b>  | Ability to work safely and responsibly without direct supervision in service user's own homes                                                                                                                                    | Interview                         | Essential                   |
| <b>9</b>  | Ability to demonstrate initiative, self-motivation and resourcefulness                                                                                                                                                           | Interview                         | Essential                   |
| <b>10</b> | Ability to liaise in a professional manner with other agencies and to work in a positive way with the families of service users                                                                                                  | Interview                         | Essential                   |
| <b>11</b> | 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                   |
| <b>12</b> | Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual                                                                                                                      | Interview                         | Essential                   |
| <b>13</b> | Experience of supporting people with a learning disabilities, physical disabilities and/or mental health needs                                                                                                                   | Application Form                  | Desirable                   |
| <b>14</b> | Life experience and confidence in relating to people from a wide variety of backgrounds                                                                                                                                          | Application & Interview           | Essential                   |
| <b>15</b> | Possession of Diploma level 3 or other relevant social care qualification                                                                                                                                                        | Application Form                  | Desirable                   |
| <b>16</b> | Willingness to work flexible hours over a 24 hour period, including split shifts, weekends and bank holidays, according to needs of agency and service users                                                                     | Interview                         | Essential                   |
| <b>17</b> | A good level of personal fitness and health to ensure that our service users are able to have appropriate support to meet their needs. This may include pushing wheelchairs, using hoists and taking part in leisure activities. | Application, Pre-Emps & Interview | Desirable                   |
| <b>18</b> | To have a clean driving license and access to a car for work use                                                                                                                                                                 | Application Form                  | Desirable                   |

## TERMS AND CONDITIONS – SUPPORT WORKER

### Cheshire West Learning Disability Services

|                                                                                                                                                                                                                                                                                                                                                                                                |                        |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Salary:</b>                                                                                                                                                                                                                                                                                                                                                                                 | <b>£12.60 per hour</b> |
| <b>Please Note:</b> <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> |                        |

#### Holidays:

20 days plus 8 statutory days pro rata.

#### Hours of Work:

Full time: 37.5 hours per week. Part time: to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

#### 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) 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.

#### 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

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£100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you 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 eighteen 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 available to employees through Northern Rail.

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**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:**

£100.00 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 £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 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 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.

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