



Creative Support Ltd, Head Office

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Senior Support Worker

County Durham Services

Reference: 86730

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: 22 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 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 employees are subject to enhanced DBS checks

INVESTORS IN PEOPLE®
We invest in people Gold



Stonehall DIVERSITY CHAMPION



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JOB DESCRIPTION – SENIOR SUPPORT WORKER

County Durham Services

Responsible to: Service Manager and senior colleagues

The Role:

To provide quality care and support service users with a range of support needs including acquired brain injuries. 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 Duties

1. To deputise for the Team Leader when necessary.
2. To carry out assessments and devise appropriate support plans in full consultation with service users and other agencies.
3. To build and maintain strong links with other agencies, to ensure smooth and effective inter-agency working with an emphasis on culturally appropriate resources within the area.
4. To offer support and supervision to staff or relief staff.
5. To supervise staff in accordance with Creative Support's supervisory policy.
6. To liaise with other team members to ensure that continuity of support and excellent communications are to be maintained at all times.
7. To encourage, support and assist service users in the following areas to maximise and build on their existing skills.
 - i) Problem solving and life skills
 - ii) Domestic skills
 - iii) Budgeting, benefits, managing personal finances and the paying of bills
 - iv) Nutrition and safety matters
 - v) Using community resources and facilities
 - vi) Social, leisure and education activities
 - vii) Benefit entitlements
 - viii) Health promotion
 - ix) Personal Care
8. To assist the managers 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.
9. To be flexible and responsive to the needs of service users as directed by their personal support plan.
10. To offer reassurance and support to service users at times of emotional distress.

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11. To actively seek and respond to service users feedback and implement changes as appropriate.
12. To develop warm and trusting relationships with service users and to encourage them to express their needs, views and concerns.
13. To work alongside the managers and (where appropriate) take delegated responsibility for:
 - Health and Safety aspects
 - Housing Management function
 - Referral and allocation procedures
 - Feedback and report writing
 - Monitoring and evaluation of the service
 - Assisting with rotas
 - Tenant participation
 - Financial and administrative procedures
 - Other team functions
14. To assist in monitoring service users mental state and their general well being and to inform the managers and other relevant agencies of any concerns or significant changes in their needs and circumstances.
15. To respect the service users right to privacy and to ensure that their dignity is maintained at all times.
16. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
17. To encourage service users to make choices and decisions.
18. To respond flexibly to changing needs under the direction of the Managers.
19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Managers is promptly informed.
20. To follow health and safety guidelines and to alert the Managers immediately of any concerns in relation to health and safety issues.
21. To ensure that accurate records are kept.
22. To ensure that all financial transactions are promptly and accurately recorded.
23. To contribute to service users reviews through the provision of verbal and written reports and by attending care planning meetings.
24. 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.

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Other

10. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
11. To provide regular verbal and written reports to colleagues.
12. To accept support, supervision and guidance from senior colleagues.
13. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
14. To comply with and to implement the Equal Opportunities Policy.
15. To maintain confidentiality at all times, in accordance with the agreed policy.
16. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
17. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
18. To take on the role of shift co-ordinator when required.
19. To provide respectful personal care in accordance with the needs, wishes and preferred routines 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.
20. Any other duties as required.

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PERSON SPECIFICATION – SENIOR SUPPORT WORKER

County Durham Services

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with acquired brain injuries	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to demonstrate basic insight and understanding into the needs of people with acquired brain injuries	Interview	Essential
4	Written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
5	Ability to work constructively and co-operatively as part of a team	Interview	Essential
6	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
7	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
10	Ability to provide emotional and practical support to service users	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way	Application & Interview	Essential
12	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
14	Experience of providing care, support or other services to people with support needs, in particular people with acquired brain injuries	Application & Interview	Essential
15	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
16	Possession of NVQ or other relevant social care qualification	Application Form	Essential
17	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
18	Willing to accept feedback and guidance and to be accountable to colleagues and managers and to attend training courses and events	Interview	Essential
19	To have a clean driving licence and access to a car	Application Form	Desirable

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TERMS AND CONDITIONS – SUPPORT WORKER

County Durham Services

Salary:	Up to £12.90 per hour	
	Point One:	£12.83 per hour
	Point Two:	£12.90 per hour
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>		

Sleep Ins:

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

Hours of Work:

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

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) 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.

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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 times 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 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 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:

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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 a regular basis to any of the registered charities either large or small.

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 basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to

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have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

Interviews:

We will be interviewing for this role as suitable applications are received and may close this role before the closing date upon a successful candidate being appointed.

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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