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Senior Support Worker

Reference: 81871

Carlisle Older Persons Residential Care 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: 28 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

Please note that all employees are required to complete an enhanced DBS check.

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Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – SENIOR SUPPORT WORKER

Carlisle Older people Residential services

Hours: Full time (37.5 hours) per week) to be worked flexibly according to the needs of the service. Includes evenings, weekend and public holidays and on a rota system for on-call.

Responsible to: Registered Manager

The Role:

- To work alongside the Registered Manager and another Senior Manager. To have responsibility for assisting in the operational management side of a 27 bedded residential care service for older adults, some with Dementia in the Carlisle area.
- To ensure individuals maintain as much independence as possible, enjoy a good quality of life and retain community links.
- To have a hands –on leadership approach and to mentor staff to provide a personalised service which maintains individual's dignity, privacy & wellbeing.
- To work with the Registered Manager and another Senior Manager. To ensure that CQC care standards are met and the highest level of customer service is provided.

Main Duties:

1. To develop warm and trusting relationships with service users and promote their self-esteem, happiness and emotional health.
2. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
3. To work in a person centred and anti-discriminatory manner, ensuring that service users' rights and entitlements are respected. Enable service users to make choice and decisions and to participate as fully as possible in planning and decision making processes
4. To promote the rights and entitlements of people with Dementia and/or other associated needs.
5. To support service users to participate in activities such as reminiscence sessions, sensory activities and other creative and musical pursuits in order to sustain a positive quality of life.
6. Ensure the provision of respectful personal care in line with the preferences of clients. You will ensure that the care provided is reliable, skilled and sensitive and is delivered at times which meets the needs and lifestyle preferences of the service user.
7. To enable service users to participate as fully as possible in their communities and to maintain an active involvement in social & leisure activities
8. To promote a warm and positive approach to the friends and families of the service users. To involve families and significant others in the planning of individual support, where this is in accordance with service user preference
9. To ensure that service users are able to retain as much independence as possible.

- 10.** To coach staff in the use of appropriate strategies and positive approaches, as specified by the person centred plan, to support people who express their frustrations and needs through challenging behaviours associated with Dementia
- 11.** To ensure that all service users receive necessary advice, care and regular health checks to maintain their physical and emotional wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.
- 12.** You will ensure that service users receive prompt medical attention in the event of concerns regarding their physical or mental health.
- 13.** To ensure that emergencies and incidents are responded to promptly and appropriately within the company's policy and procedure policy.
- 14.** Ensure service user support in ordering, taking and storing prescribed medication. Liaise with GP's, pharmacists and community nurses and ensure that side effects and medication concerns are reported.
- 15.** To support service users in complying with prescribed medication and self medication programmes. To liaise with the service user's Consultant, GP and CPN in respect of compliance with prescribed medication. To report all side effects related to medication.
- 16.** To ensure that all service users have an individual support plans which are regularly reviewed and evaluated? To monitor the content, implementation and effectiveness of plans. To ensure that all service users have key workers and to act as a nominated key worker as appropriate. To ensure that the service is appropriate and responsive to changing needs and preferences of service users
- 17.** To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from a full range of external services available.
- 18.** To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
- 19.** To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure and educational activities. To promote the personal development of service users through developing support plans which outline goals and aspirations for the future.
- 20.** To assist in monitoring service users' health and well-being and to inform the Manager/deputy manager, CPN and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding the safety of vulnerable adults with immediate effect through the Local authority Safeguarding contact number, the Manager and Creative Support's Duty/On Call Manager.
- 21.** To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to Manager, On Call Manager and relevant agencies.

22. 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.
23. To offer a warm and responsive approach to carers and families and to report their feedback and concerns.
24. To take appropriate action in the event of accidents, incidents and emergencies, ensuring that the Manager, On Call Manager is informed promptly as well as other professionals and agencies involved in supporting the service user.
25. To follow Health and Safety guidelines carefully and to alert the Manager immediately of any concerns in relation to Health and Safety issues.
26. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

Additional Duties for Senior Care Worker:

1. To assist the Registered Manager and another Senior Manager. in ensuring that the Service is meeting the highest levels of the Quality Assessment Framework.
2. To assist the Registered Manager and another Senior Manager in the planning and development of the service, with a particular focus on implementing effective move-on strategies for appropriate Service Users.
3. To offer informal and formal support to staff, relief staff, and volunteers as appropriate, under the direction of the Manager.
4. To undertake assessments of risk and needs and formulate goal focussed support plans, and positive risk management plans.
5. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.
6. To plan ahead to meet the needs of service users as identified by their Support Plan by:
 - Co-ordinating and deploying staff time in such a way as to ensure that service users needs are met and all agreed activities are carried out and outcomes are achieved
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all support is provided as planned and that quality standards are met at all times
7. To communicate and liaise with other providers of care and support to ensure effective service delivery.
8. To assist in duty rota's in accordance with agreed staffing requirements and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.
9. To take particular responsibility for aspects of health and safety.

10. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.

Other:

- 1.** To provide regular verbal and written reports to your Line Manager.
- 2.** To accept regular support and supervision from your Line Manager.
- 3.** To carry out all work in a manner consistent with the aims of the service and the principles of recovery.
- 4.** To comply with Creative Support's Equal Opportunities Policy.
- 5.** To maintain confidentiality at all times, in accordance with the agreed policy.
- 6.** To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
- 7.** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 8.** Any other duties as required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER**Carlisle Older People Residential Services**

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to liaise in a professional manner with other agencies and to work in a positive and respectful way with carers	Interview	Essential
2	An understanding of the aims and principles of Creative Support	Interview	Essential
3	Good verbal and non-verbal communication skills with the ability to tailor these to the needs and preferences of the individual	Interview	Essential
4	Good written communication skills, with an ability to contribute to a record keeping system	Application & Interview	Essential
5	Good interpersonal skills	Interview	Essential
6	Good organisation, planning and time management skills	Application & Interview	Essential
7	Ability to work as part of a team	Interview	Essential
8	A basic understanding of the needs of people with dementia	Application & Interview	Essential
9	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with dementia	Application & Interview	Essential
10	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Application & Interview	Essential
11	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
12	Ability to work safely and responsibly without direct supervision	Application & Interview	Essential
13	The ability to complete assessments of risk and needs of Service Users, and to write support and risk management plans	Application & Interview	Essential
14	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
15	An understanding of how to live well with dementia and how to support people to achieve this	Application & Interview	Essential
16	Experience of providing care, support or other services to adults with support needs	Application & Interview	Desirable
17	At least 1 years experience of working with people with dementia	Application Form	Desirable
18	Experience of liaising with other agencies and attending multi-agency meetings reviews	Application Form	Desirable
19	Experience of working with older adults.	Application & Interview	Desirable
20	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
21	Willingness to work flexible hours including unsocial hours and be part of the on-call rota according to needs of service	Interview	Essential

	QUALITIES REQUIRED CONTINUED	How Assessed	Essential or Desirable
22	Willingness to attend training courses and events	Interview	Essential
23	Willing to participate in regular supervision with line manager	Interview	Essential
24	To have a clean driving licence and access to a car or be prepared to access transport to respond when on call.	Application & Interview	Desirable
25	Possession of Level 3 qualification in Health & Social Care	Interview	Essential

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Carlisle Older people Residential Services

Salary:	Up to £13.00 per hour	
	Point One:	£12.90 per hour
	Point Two:	£13.00 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>		

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, plus part of the on-call.

Holidays:

20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

You will be permanently 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.

Development Pathway:

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan

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.

Vaccination Policy:

We expect all applicants to Creative Support to have had at least their first Covid 19 vaccination prior to starting employment with us and to be committed to having the second vaccination within a 3 month period.

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:

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.

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