

**Creative Support Ltd, Head Office**

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Activity Support Worker

Tower Hamlets Services

Reference: 81957

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: 3 November 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 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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We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – ACTIVITY SUPPORT WORKER

Tower Hamlets Services

Hours: 30 hours per week

Responsible to: Activities and Partnerships Manager

The Role:

To initiate, plan and provide enjoyable and stimulating group and one to one activities based on the identified needs, interests and preference of older people living in care services. To facilitate social inclusion and community links and to promote physical and mental wellbeing, confidence and independence.

Main Duties:

1. To initiate, plan and provide sessions for members on an individual or group basis.
2. To enable members to enjoy and participate actively in the session to achieve their identified outcomes.
3. To develop warm and trusting relationships with clients and to promote their confidence and self-esteem.
4. To maintain a high standard of customer care and to review all activities and seek feedback from members, families, support worker and others. To develop and adapt activities as required in order to meet the needs and preferences of individuals.
5. To promote equality of opportunity and inclusion for all members by ensuring that they receive a service that meets their individual needs and preferences taking account of any specific gender, cultural and communications requirements.
6. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Activities and Partnerships Manager/Service Manager and/or the Duty/On Call Manager.
7. To take appropriate action in the event of emergencies, ensuring that senior staff or the Duty/On Call Manager is informed promptly.
8. To follow Health and Safety guidelines carefully and to alert the senior staff immediately of any concerns in relation to Health and Safety Issues. To take care to manage your own safety and the safety of colleagues particularly when lone working. To follow all guidelines for lone working and personal safety.
9. To maintain records of attendance and the progress of individuals. To keep written records of customer feedback and to carry out any other administrative duties relevant to the role.

Other:

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to your Line Manager.

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

PERSON SPECIFICATION – ACTIVITY SUPPORT WORKER
Tower Hamlets Services



	QUALITIES REQUIRED	How Assessed	Essential / Desirable?
1	Relevant qualifications appropriate to role, e.g. NVQ Level 3 Health and Social Care	Application & Interview	Desirable
2	Experience planning and delivering enjoyable and stimulating group activities	Application & Interview	Essential
3	An ability to engage service users with differing needs in activities	Interview	Essential
4	Good verbal communication skills and interpersonal skills	Interview	Essential
5	Good written communication skills	Interview	Essential
6	An ability to facilitate and work with people in groups	Interview	Essential
7	A basic understanding of the needs of people with dementia, learning disabilities, people with mental health needs, autism and people with physical disabilities	Application & Interview	Essential
8	Ability to work both independently and as part of a team	Interview	Essential
9	An understanding of the aims and principles of Creative Support	Interview	Essential
10	Understanding of Equal Opportunities and Policies adopted by Creative Support	Interview	Essential
11	Experience of working with people with a learning disability, dementia, mental health needs, autism and/or physical disabilities	Application & Interview	Desirable
12	A respectful, caring and person-centered approach	Interview	Essential
13	Willingness to work flexibly according to needs and preferences of service users (this includes evenings and weekends)	Interview	Essential
14	Willingness to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – ACTIVITY SUPPORT WORKER
Tower Hamlets Services



Salary:
£13.85 an hour

Hours of Work:

Full or part time hours will be considered for all roles. Seeking an individual for up to 30 hours per week. Part time hours may be agreed subject to a minimum of 15 hours per week. Hours to be worked flexibly on a rota which will include evenings, weekends and bank holidays according to the needs of the service.

Holidays:

20 days annual leave, plus 8 statutory days (pro-rata for staff working less than 37.5 hours).

Christmas and New Year Bank Holidays:

An enhancement at double time is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

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.

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 enrolled onto Level 2/3 Health and Social Care Diplomas. 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.

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

Birthday Holiday Bonus:

You are entitled to one additional day (pro rata for part time employees) of paid annual 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 £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.
- Eighteen 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.

Free Life Assurance:

All staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a valuable death in service benefit of two times basic 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 above the statutory minimum
- Enhanced maternity leave above the statutory minimum
- Paid compassionate leave of up to 3 days
- Paid carer's leave up to 5 days per annum

Employee Assistance Service:

This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

Hospital Saturday Fund:

Membership of the Hospital Saturday Fund is 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 may be made available to employees.

Payroll Giving:

This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

Achieve Q Staff Awards:

We recognise our 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:

A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

Welcome Back Grant:

Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

Uniform:

If applicable for your service you will be provided with a free 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 and laptop 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.

Use of Car for Business Purposes:

A mileage allowance is payable for the use of an employee's car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection prior to using your car for our business purposes.