

**Creative Support Ltd, Head Office**

Wellington House  
131 Wellington Road  
Stockport  
SK1 3TS

Tel: 0161 236 0829  
recruitment@creativesupport.co.uk  
www.creativesupport.co.uk

## Relief Support Worker

**Reference: 84178**

### St Helens Respite 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: 20 October 2025

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

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 very much look 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*



|  |  |  |  |              |   |
|--|--|--|--|--------------|---|
|  |  |  |  | Page Number: | 1 |
|  |  |  |  |              |   |

## **JOB DESCRIPTION – RELIEF SUPPORT WORKER**

### **St Helens Respite Service**

**Accountable To:** Area Manager/Team Leader/Senior Support Worker

#### **The Role:**

To provide individualised person centred support to people with learning disabilities, physical disabilities and mental health needs in a beautiful respite setting: to enable our guests to enjoy a fulfilling and enjoyable respite break, to participate in the community and to develop their abilities as fully as possible.

This service provides planned respite care to adults aged 18 years and over with learning disabilities, mental health support needs and physical and sensory disabilities. You will be responsible for providing our service users with personalised care and support in a relaxed homely environment, allowing users to develop and sustain new friendships whilst learning new skills. No two days will be the same at this service as we support our service users to follow their passions and engage in a range of stimulating activities.

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

1. To develop and sustain warm and trusting relationships with service users.
2. To promote the self-esteem, happiness and emotional health of service users.
3. To respect the person's right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning their respite stays.
5. To respect and promote the rights and entitlements of people with learning disabilities, physical disabilities and mental health needs, and to enable them to participate as fully as possible in meaningful activities.
6. To be responsive to the individual needs of service users within the framework of their Person Centred Support Plans and to respond flexibly to changing needs.
7. To enable service users to become as independent as possible and to grow in confidence, to form worthwhile relationships with other guests and promote social inclusion.  
To achieve this through the provision of practical assistance, support, advice, role modelling, encouragement and positive feedback.
8. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by the Person Centred Support Plan.
9. 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, work and educational opportunities.

|  |  |  |  |                     |          |
|--|--|--|--|---------------------|----------|
|  |  |  |  | <b>Page Number:</b> | <b>2</b> |
|  |  |  |  |                     |          |

10. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
11. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
12. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
13. To follow Health and Safety guidelines carefully and to alert the Team Leader immediately of any concerns in relation to Health and Safety issues.
14. To contribute to completing daily records.
15. To carry out and record all financial transactions involving service users within agency guidelines.
16. To act as keyworker to a specified number of service users and to contribute to service users' reviews, through the provision of verbal and written reports and by planned review meetings.
17. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.

**Other:**

18. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
19. To provide regular verbal and written reports to colleagues.
20. To accept support, supervision and guidance from senior colleagues.
21. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
22. To comply with and to implement the Equal Opportunities Policy.
23. To maintain confidentiality at all times, in accordance with the agreed policy.
24. To undertake specific specialised training identified to enhance your knowledge and understanding of working with people with learning disabilities, complex needs or physical disabilities.
25. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
26. Observe any written Creative Support policies, procedures and guidelines for good practice.
27. To take on the role of shift co-ordinator when required.

- 28.** 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.
- 29.** Any other duties as required.

**PERSON SPECIFICATION – RELIEF SUPPORT WORKER**  
**St Helens Respite Service**

|           | <b>QUALITIES REQUIRED</b>                                                                                                                                                     | <b>How Assessed</b>     | <b>Essential/ Desirable</b> |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|-----------------------------|
| <b>1</b>  | Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities                                                                   | Interview               | Essential                   |
| <b>2</b>  | Good verbal 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 significant understanding of the needs of people with learning disabilities and autistic spectrum disorders                                            | Interview               | Essential                   |
| <b>5</b>  | Good written communication skills                                                                                                                                             | Application & Interview | Essential                   |
| <b>6</b>  | Ability to work constructively and co-operatively as part of a consistent team approach                                                                                       | Interview               | Essential                   |
| <b>7</b>  | Ability to work safely and responsibly without direct supervision in service user's own homes                                                                                 | Interview               | Essential                   |
| <b>8</b>  | Ability to demonstrate initiative, self motivation and resourcefulness                                                                                                        | Interview               | Essential                   |
| <b>9</b>  | 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                   |
| <b>10</b> | Understanding of the person centred aims and principles of Creative Support and ability to put these into practice                                                            | Application & Interview | Essential                   |
| <b>11</b> | Ability to demonstrate respect for difference and diversity                                                                                                                   | Application & Interview | Essential                   |
| <b>12</b> | Ability to provide emotional and practical support to service users                                                                                                           | Interview               | Essential                   |
| <b>13</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>14</b> | Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual                                                                   | Interview               | Essential                   |
| <b>15</b> | Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks                                                                     | Interview               | Essential                   |
| <b>16</b> | Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities / autism                                                      | Application & Interview | Essential                   |
| <b>17</b> | Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)                                                                           | Application & Interview | Essential                   |
| <b>18</b> | Experience of supporting people with learning disabilities                                                                                                                    | Application Form        | Essential                   |
| <b>19</b> | Experience of supporting people with autistic spectrum disorders                                                                                                              | Application Form        | Desirable                   |

|           | <b>QUALITIES REQUIRED CONTINUED</b>                                                                                                                                             | <b>How Assessed</b>               | <b>Essential/ Desirable</b> |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|-----------------------------|
| <b>20</b> | Life experience and confidence in relating to people from a wide variety of backgrounds                                                                                         | Application & Interview           | Essential                   |
| <b>21</b> | Possession of NVQ or other relevant social care qualification                                                                                                                   | Application Form                  | Desirable                   |
| <b>22</b> | Good standard of general education                                                                                                                                              | Application Form                  | Essential                   |
| <b>23</b> | Willingness to work flexible hours according to needs of service users                                                                                                          | Interview                         | Essential                   |
| <b>24</b> | Willingness to attend training courses and events                                                                                                                               | Interview                         | Essential                   |
| <b>25</b> | Willing to accept feedback and guidance and to be accountable to colleagues and manager                                                                                         | Interview                         | Essential                   |
| <b>26</b> | Ability to support service users with their 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                   |

## **TERMS AND CONDITIONS – RELIEF SUPPORT WORKER**

### **St Helens Respite Service**

#### **Salary:**

**£12.30 per hour plus accrued holiday credit (effective from 01 April 2025)**

#### **Hours of Work**

As required

#### **Holidays**

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

#### **Probationary Period**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

#### **Sickness Policy**

You will not be entitled to company sick pay.

#### **Sona App**

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

#### **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.

|  |  |  |  |                     |          |
|--|--|--|--|---------------------|----------|
|  |  |  |  | <b>Page Number:</b> | <b>7</b> |
|  |  |  |  |                     |          |