



Creative Support Ltd, Head Office

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Relief Activity Support Worker

Reference: 81953

Brent and Harrow 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: 14 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.

For informal enquiries please email Jessica Kaye (Activities and Partnerships Manager) on jessica.kaye@creativesupport.org.uk or call her on 07815649522.

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.

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – RELIEF ACTIVITY SUPPORT WORKER

Brent and Harrow Services

Hours: **Zero-hour contract**

Hours will be worked flexibly to meet the needs of the service (this may include some evenings and weekends)

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 our Extra Care Services in Brent and Harrow. To facilitate social inclusion and community links and to promote their 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.

10. To create positive community connections in line with Service User interests, and support them to engage in community activities.

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 – RELIEF ACTIVITY SUPPORT WORKER
Brent and Harrow Services

	QUALITIES REQUIRED	How Assessed	Essential / Desirable?
1	Relevant qualifications appropriate to role	Application & Interview	Desirable
2	An ability to provide enjoyable and stimulating activity sessions	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 as part of a team and on own initiative	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 dementia, a learning disability, people with mental health needs, autism and people with physical disabilities	Application & Interview	Desirable
12	Experience of planning and delivering group work/activities	Application Form	Essential
13	A respectful, caring person-centred approach	Interview	Essential
14	Willingness to work flexible sessions according to needs and preferences of service users (this may include evenings and weekends)	Interview	Essential
15	Willingness to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – RELIEF ACTIVITY SUPPORT WORKER
Brent and Harrow Services



Salary:	£13.85 per hour
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Please Note: *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.*

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 this must be requested by contacting the Payroll Department.

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.

Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 or Level 3 Health and Social Care Diploma. If you hold NVQ Level 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.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and SOVA checks.

Probationary Period:

The first six 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.