



**Creative Support Ltd**  
Head Office  
Wellington House  
Stockport  
SK1 3TS

Tel: 0161 236 0829  
Fax: 0161 237 5126  
recruitment@creativesupport.co.uk  
www.creativesupport.co.uk

## **Support Worker** **Calderdale Services**

**Reference: 83720**

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: 24 December 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](mailto: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 candidates are subjected to enhanced DBS checks**



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## JOB DESCRIPTION –SUPPORT WORKER

### Calderdale Services

**Hours:** Full time (37.5 hours per week) and part time hours (minimum of 15 hours) available. Hours are to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to the needs of the service.

**Responsible to:** Project Manager and senior colleagues

#### The Role:

To provide personalised care and support for people with learning disabilities and physical disabilities. To work with families, friends and care managers to deliver individualised support packages around daily living and self-care needs, health management, social inclusion, skills development, and communication. To work with individuals to engage in these activities and to develop their independence as much as possible. To enable individuals to enjoy a fulfilling and valued life, to participate in the community and to develop positive social networks.

#### Support Duties:

- 1.1 Develop and sustain warm, trusting relationships with service users.
- 1.2 Promote the self-esteem, happiness, and emotional health of service users.
- 1.3 To offer unconditional positive regard to service users, to respect their right to privacy and to ensure that their dignity is maintained at all times.
- 1.4 Encourage and support service users in expressing their needs, views, and concerns. Enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 1.5 Respect and promote the rights and entitlements of individuals with learning disabilities and individuals with physical disabilities, and to enable them to participate as fully as possible in their communities.
- 1.6 Be responsive to the needs of service users in line with their personalised support plan and respond flexibly to changing needs.
- 1.7 To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personalised support plan.
- 1.8 Enable service users to gain independence, confidence, and competence in the following areas:
  - Social skills/relationships
  - Personal care & hygiene
  - Daily living skills
  - Using community resources and facilities
  - Social, leisure and work activities
  - Self organisation and coping abilities
  - Personal safetyThis will be achieved through practical assistance, support, guidance, advice, role modelling, encouragement, and positive feedback.

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- 1.9** Support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified within their personalised support plan.
- 1.10** Ensure that service users receive advice, care and regular health checks to ensure their physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.
- 1.11** Support service users in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities.
- 1.12** Encourage service users living at Sigott Street to look out for one another and positively interact with each other, to contribute to a culture of companionship and positive neighbour relations.
- 1.13** Assist service users in the administration and monitoring of prescribed medication in accordance with Creative Support policies.
- 1.14** Observe and monitor service users' mental and physical wellbeing and inform involved professionals of concerns or significant changes in their needs, behaviour and circumstances.
- 1.15** Take appropriate action in the event of emergencies, ensuring that the line manager is informed promptly.
- 1.16** Follow Health and Safety guidelines and alert the line manager of health and safety concerns.
- 1.17** Ensure Health & Safety duties and checks are carried out promptly and are recorded correctly.
- 1.18** Contribute to the service's records and individual service user case files.
- 1.19** Conduct and record all financial transactions involving service users within agency guidelines.
- 1.20** Carry out general administrative duties, housing management tasks, and duties as required.
- 1.21** To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the service users' personalised 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 their personal needs.

**General Duties:**

- 2.1** To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 2.2** To provide regular verbal and written reports to colleagues.
- 2.3** To accept support, supervision and guidance from senior colleagues.

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- 2.4** To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 2.5** To comply with and to implement the Equal Opportunities Policy.
- 2.6** To maintain confidentiality at all times, in accordance with the agreed policy.
- 2.7** To identify training needs in discussion with line manager and to attend training events and courses as required.
- 2.8** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 2.9** To take on the role of Shift Co-ordinator when required.
- 2.10** In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
- 2.11** Any other duties as required.

## **PERSON SPECIFICATION – SUPPORT WORKER**

### **Calderdale Services**

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
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1	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to service users.	Interview	Essential
2	Ability to demonstrate insight and understanding into the needs of service users with learning disabilities and/or with physical disabilities.	Interview	Essential
3	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of service users.	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 and to demonstrate self-motivation and initiative.	Interview	Essential
6	Ability to work safely and responsibly without direct supervision in service users' own homes.	Interview	Essential
7	Ability to enable service users to enjoy developmental opportunities without being exposed to unacceptable risks.	Interview	Essential
8	Understanding of the person centred aims and principles of Creative Support and the ability to put these into practice.	Application & Interview	Essential
9	Ability to liaise in a professional manner with other agencies and to work in a positive manner with the families and friends of service users.	Interview	Essential
10	Ability to provide emotional and practical support with all aspects of everyday life for service users.	Application & Interview	Essential
11	A non-judgmental 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	Possession of relevant social care qualification (e.g. NVQ & Health and Social Care Diplomas).	Application	Desirable
14	Experience of providing care or support to people with a learning or physical disability.	Application & Interview	Desirable
15	Life experience and confidence in relating to people from a wide variety of backgrounds.	Application & Interview	Essential
16	Ability to provide respectful and dignified personal care and assistance with mobility needs.	Interview	Essential
17	Willingness and ability to work flexibly to meet the needs of the individuals and the service.	Interview	Essential
18	Willingness to attend training courses and events.	Interview	Essential

## TERMS AND CONDITIONS – SUPPORT WORKER

### Calderdale Services

<b>Salary:</b>	<b>Up to £12.40 per hour depending on experience</b>	
	<b>Point One:</b>	£12.30 per hour
	<b>Point Two:</b>	£12.40 per hour
<b>Please Note:</b> <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 (37.5 hours per week) or part time (30 hours per hour). Hours are to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to the needs of the service.

#### **Holidays:**

20 days plus 8 statutory days pro rata

#### **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.

#### **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.

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### **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 months of 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 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
- 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 from your pay on a regular basis to any registered charities.

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### **WeCare Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

### **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.

### **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 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 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, 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 business 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.

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