

**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: 90014****Northampton Learning Disability 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: 18 December 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*

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We invest in people Gold



**Stonewall DIVERSITY CHAMPION**



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All employees are subject to enhanced DBS checks					

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

### **Northamptonshire Learning Disability Services**

**Hours:** As required (Flexible: to include evenings, weekends and public holidays according to the needs of the service).

**Responsible To:** Relief Staff Team Leader

**The Role:** To provide individualised person centred support for people with support needs enabling them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. Roles are available in Corby, Kettering, Wellingborough and the surrounding areas primarily supporting people with a Learning Disability.

#### **Main 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 offer unconditional positive regard to service users, to respect right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users to express their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision-making processes. To enable people to contribute actively to decisions regarding their own care, support and activities through verbal and non-verbal communication methods which are tailored to their individual needs
5. To respect and promote the rights and entitlements of people with learning disabilities and to enable them to participate as fully as possible in their communities and to maintain community connections.
6. To carry out the role of key worker and to enable service users to achieve their goals and dreams by working alongside them to develop and implement within their person centred plans. To be responsive to changing needs and preferences.
7. To support service users in maintaining the safety, security, cleanliness and comfort of their homes. To support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.
8. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
  - Social skills/relationships
  - Personal care & hygiene
  - Daily living skills
  - Managing money
  - Using community resources and facilities
  - Social, leisure and work activities
  - Self organisation and coping abilities
  - Personal safety

To achieve this through the provision of practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

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9. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances as independently as possible to support their chosen lifestyle.
10. To support people to enjoy a wide range of activities within the home and community which meet their needs. 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.
11. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle. To observe and monitor the service users' emotional and physical well being and to inform the Manager, families and other agencies of any concerns or significant changes in their needs, behaviour and circumstances.
12. To offer positive behaviour support to individuals who express their frustrations and needs through challenging behaviour by using appropriate strategies, management protocols and guidelines agreed with the multi-disciplinary team.
13. To work closely with the families of service users and other professionals involved in their care and support to provide coordinated services to meet the needs of the individuals. To encourage and support connections with families and friends. To positively and respectfully communicate with families and other professionals at all times.
14. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring they are able to make choices, enjoy new experiences and live a full life.
15. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.
16. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
17. To take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Manager is informed promptly.
18. To follow health and safety guidelines carefully and to alert the Manager immediately of any concerns in relation to Health and Safety issues.
19. To contribute to project records and individual case files.
20. To carry out and record all financial transactions involving service users within agency guidelines.
21. To carry out general administrative duties, housing management tasks and services as required.

- 22. To contribute to person centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings.
- 23. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

#### **Other**

- 24. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 25. To provide regular verbal and written reports to colleagues.
- 26. To accept support, supervision and guidance from senior colleagues.
- 27. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 28. To comply with and to implement the Equal Opportunities Policy.
- 29. To maintain confidentiality at all times, in accordance with the agreed policy.
- 30. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 31. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 32. To take on the role of shift co-ordinator when required.
- 33. 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.
- 34. 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.
- 35. Any other duties as required.

**PERSON SPECIFICATION – RELIEF SUPPORT WORKER**  
**Northamptonshire Learning Disability Services**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
1.	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2.	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3.	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4.	Ability to demonstrate basic insight and understanding into the needs of people with learning disabilities	Interview	Essential
5.	Written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
6.	Ability to work constructively and co-operatively as part of a team	Interview	Essential
7.	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8.	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9.	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
10.	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
11.	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
12.	Ability to provide emotional and practical support to service users	Application & Interview	Essential
13.	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way	Application & Interview	Essential
14.	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
15.	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
16.	Experience of providing care, support or other services to people with support needs, in particular people with learning disabilities	Application & Interview	Desirable
17.	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
18.	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
19.	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
20.	Willing to accept feedback and guidance and to be accountable to colleagues and managers and to attend training courses and events	Interview	Essential
21.	To have a clean valid driving licence	Application Form	Desirable

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

### **Northamptonshire Learning Disability Services**

#### **Pay structure:**

**£12.30 per hour plus holiday accrued credit.**

#### **Hours of Work:**

As required (zero hour basis)

#### **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.

#### **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.

#### **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.

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