

**Creative Support Ltd, Head Office**

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**Extra Care Support Worker****Reference: 91034****Klute House, Eastman Village, Harrow Extra Care 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: 22 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.

If you would like to have an informal discussion about this position, please contact Tamryn Nicol on 07929717745 or [tamryn.nicol@creativesupport.org.uk](mailto:tamryn.nicol@creativesupport.org.uk) or Mahip Singh (Service Director) on 07815518847 or [mahip.singh@creativesupport.co.uk](mailto:mahip.singh@creativesupport.co.uk).

We are very much looking forward to receiving a completed application from you.



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## **JOB DESCRIPTION – EXTRA CARE SUPPORT WORKER**

### **Klute House, Eastman Village, Harrow Extra Care Service**

**Hours:** Full time (37.5 hours per week) or part time (minimum 15 hours per week).  
(Flexible: to include evenings, weekend and public holidays according to the needs of the service).

**Responsible to:** Registered Manager/Deputy Manager/ Care Coordinators

#### **The Service:**

We have multiple roles available for the Extra Care Support Worker position. You would be expected to provide person-centred care and to support to our clients in an Extra Care service in Eastman Village, Harrow. It is a friendly, culturally rich area near central London, with the closest tube station being Harrow and Wealdstone station.

The scheme focuses on providing integrated, holistic care and support to older people with care and support needs. Needs may include dementia, mental health needs, physical disabilities, learning disabilities and complex health needs. The scheme consists of 60 units consisting of one bedroom self-contained flats.

#### **Main Duties:**

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
3. To be flexible and responsive to the needs of service users as directed by their Individual Care Plans.
4. Support service users to develop practical and social skills to retain optimum control over their lives.
5. To provide personal care in a sensitive and dignified way and in accordance with the service users wishes.
6. To advise and support service users in all aspects of managing their home and maintaining the safety, hygiene and comfort of their environment.
7. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.
8. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
9. To assist service users with general activities of daily living including:
  - Shopping
  - Meal Preparation
  - Domestic tasks and cleaning
  - Laundry and ironing
  - Participation in community activities both locally and at the scheme

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10. To support service users to enjoy healthy meals, good nutrition and hydration and to provide direct assistance with preparing meals and refreshments. To provide support with eating and drinking in accordance with guidelines. To promote enjoyment of meals through direct participation in meal planning, preparation and cooking and to ensure that service users' dietary needs and preferences are identified and met.
11. To advise, encourage and support service users so as to maximise their self care and independent living skills.
12. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.
13. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
14. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities in the service and the wider community.
15. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
16. To promote an active healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.
17. To inform the Registered Manager/Deputy Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Registered Manager/Deputy Manager or the Duty/On Call Manager.
18. To support service users in respect of prescribed medication and to promote self-medication wherever possible. To administer medication where required in accordance with the service user's prescription and to follow medication policies and guidelines. To report all side effects or concerns relating to medication to the Duty Manager.
19. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
20. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.
21. To take appropriate action in the event of emergencies, ensuring that the Registered Manager and Deputy Manager or the Duty/On Call Manager is informed promptly.
22. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring individuals are able to make choices and enjoy rights & opportunities. To promptly & professionally report all concerns regarding the safety of vulnerable service users to the Duty Manager/On Call Manager and relevant agencies. To safeguard vulnerable adults from harm and abuse and to report safeguarding concerns in accordance with Creative Support and the London Borough of Harrow's Safeguarding Policy and alerting procedures.

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23. To follow Health and Safety guidelines carefully, including measures to prevent and control infection and to alert the Registered Manager immediately of any concerns in relation to Health and Safety issues.
24. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
25. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
26. To work positively and cooperatively with the families of service users and to promote the involvement of their wider circle of support.
27. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.
28. To fulfil the role of Key Worker as required, under the direction of a senior member of staff.

#### **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 and to comply with data protection requirements.
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. To undertake on the role of Shift Co-ordinator when required.
10. 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.
11. Any other duties as required.

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**PERSON SPECIFICATION – EXTRA CARE SUPPORT WORKER****Klute House, Eastman Village, Harrow Extra Care Service**

|            | <b>QUALITIES REQUIRED</b>  | <b>How Assessed</b>                | <b>Essential/ Desirable</b> |
|------------|--|------------------------------------|-----------------------------|
| <b>1.</b>  | A warm, person centred approach and the ability to positively engage with service users  | Interview                          | Essential                   |
| <b>2.</b>  | Good verbal communication skills and interpersonal skills  | Interview                          | Essential                   |
| <b>3.</b>  | Good written communication skills, with an ability to contribute to a record keeping system  | Application                        | Essential                   |
| <b>4.</b>  | Ability to work positively as part of a team   | Interview                          | Essential                   |
| <b>5.</b>  | Experience of providing support to older people or adults with support needs   | Application & Interview            | Essential                   |
| <b>6.</b>  | Ability to provide respectful personal care, emotional and practical support to service users in ways which promote their dignity and independence                               | Interview                          | Essential                   |
| <b>7.</b>  | A common sense approach to problem solving and an ability to respond effectively in crisis or emergency situations   | Interview                          | Essential                   |
| <b>8.</b>  | Ability to liaise in a professional manner with other agencies   | Interview                          | Essential                   |
| <b>9.</b>  | An understanding of the person centred aims and principles of Creative Support   | Interview                          | Essential                   |
| <b>10.</b> | Commitment to equal opportunities and anti-discriminatory practice   | Application & Interview            | Essential                   |
| <b>11.</b> | Good work ethic, timekeeping, attendance and reliability   | Application Interview & references | Essential                   |
| <b>12.</b> | Willingness to work flexible hours including evenings, weekends and bank holidays  | Interview                          | Essential                   |
| <b>13.</b> | Willingness to respond positively to instructions and guidance from senior colleagues  | Interview and references           | Essential                   |
| <b>14.</b> | Car owner/driver, willing to use car for work related travel and to obtain business insurance  | Interview                          | Desirable                   |
| <b>15.</b> | Possession of NVQ 2 or higher social care qualification  | Application                        | Desirable                   |
| <b>16.</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 – EXTRA CARE SUPPORT WORKER**

**Klute House, Eastman Village, Harrow Extra Care Service**

### **Pay Structure:**

**£14.00 per hour**

### **Hours of Work:**

Full time hours are 37.5 per week (part time roles are also available at 15 hours per week). To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

### **Holidays:**

20 days plus 8 statutory days pro rata.

### **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.

### **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 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

### **Birthday Holiday Bonus:**

You 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.

### **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

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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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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 its 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.

#### **Payroll Giving:**

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

#### **Achieve Q Staff Awards:**

Recognising 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:**

£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.

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**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 basis 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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