



Creative Support Ltd, Head Office

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Female Support Worker (Complex Care Needs)

Halifax Learning Disabilities Service

Reference: 83746

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: 02 January 2026

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 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

A handwritten signature in black ink, appearing to read 'A. Webb', written over a light blue horizontal line.

Recruitment Department

All employees are subject to enhanced DBS checks

Gender is considered to be an occupational requirement – Equality Act 2010



JOB DESCRIPTION – FEMALE SUPPORT WORKER – COMPLEX CARE NEEDS
Halifax Learning Disabilities Service



Hours: Full time and part-time hours to be worked flexibly on a rota; including evenings, weekends, sleep-ins and bank holidays according to the needs of the service.

Accountable to: Registered Manager, Home Leader and Support Coordinator

The Service:

A person centred shared supported living service for people with a learning disability and complex needs. Our aim is to enable people to live a fulfilling life in the community.

The Role:

- You will provide person centred care and support to people with a learning disability and complex health needs living in their own homes.
- You will enable people to enjoy a fulfilling and meaningful life, to participate in the community and achieve their personal goals and outcomes.
- You will collaborate with service users, families, carers, and involved professionals to provide a coordinated and consistent service that maximises quality of life and wellbeing for service users.
- You will assist the line manager with ensuring that the service meets all the requirements and standards set by the service specification, the Commissioners, the CQC, Creative Support, and other stakeholders.

1. Care and 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 work in partnership with health professionals to meet service users' health needs and achieve their agreed health outcomes.
- 1.4** Support service users to communicate as fully as possible using their preferred communication method and to enable service users to express their views and choices.
- 1.5** Encourage and support service users to express 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.
- 1.6** 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.
- 1.7** Be responsive to the needs of service users in line with their Personal Support Plan and respond flexibly to changing needs.
- 1.8** Enable service users to gain independence, confidence, and competence in the following:
 - 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 safety

Achieve this through practical assistance, support, guidance, advice, role modelling, encouragement, and positive feedback.

- 1.9** Support service users to carry out household tasks and to maintain their homes in a clean and comfortable condition, promoting their involvement wherever possible. Where service users are unable to carry out essential household tasks, to carry out these on their behalf.
- 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** To follow guidelines and protocols for meeting health and personal care needs and preferences, ensuring the persons wellbeing and dignity at all times.
- 1.12** Support people who express their needs through challenging behaviour by using appropriate positive behavioural support strategies as specified by Personal Support Plans.
- 1.13** 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.
- 1.14** Assist service users in the administration and monitoring of prescribed medication in accordance with Creative Support policies.
- 1.15** Observe and monitor service users' mental and physical wellbeing and inform involved professionals of concerns or significant changes in their needs, behaviour and circumstances.
- 1.16** To organise and contribute to person centred service user reviews and to ensure that the service user and their circle of support is actively involved in reviews. To provide verbal and written reports for person centred reviews and multi-disciplinary meetings.
- 1.17** To undertake the role of key worker and to perform this in a proactive and diligent manner so as to develop the person's quality of life, potential and opportunities for further development.
- 1.18** To work within agreed risk management guidelines and ensure that service users are supported to make their own choices through an approach which both manages risk and utilises positive risk taking.
- 1.19** To uphold the key principles of the Mental Capacity Act and the associated code of practice when supporting individuals to make decisions.
- 1.20** To take appropriate action in the event of incidents, accidents or emergencies ensuring that the Home Leader, Registered Manager/Duty Manager, and appropriate outside agencies are promptly informed.

- 1.21** To ensure that all concerns relating to the welfare and safeguarding of vulnerable adults and protection of children are reported in accordance with local authority and agency procedures.
- 1.22** Support service users with mobility needs, ensuring that you follow safe moving and handling guidelines and the correct use of hoists and other lifting equipment.
- 1.23** Follow Health and Safety guidelines and alert the line manager of health and safety concerns. Ensure Health and Safety duties and checks are carried out promptly and are recorded correctly.
- 1.24** Contribute to service records, daily records and individual case files.
- 1.25** Conduct and record all financial transactions involving service users within agency guidelines.
- 1.26** Carry out general administrative duties as required.
- 1.27** To drive service user vehicles and/or accompany service users when travelling in their own car or by public transport.
- 1.28** To act as the nominated shift coordinator as and when required and be the accountable person for the duration of the shift.

2. General Duties:

- 2.1** Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.
- 2.2** Accept support, supervision and guidance from senior colleagues.
- 2.3** Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 2.4** Ensure that you and other staff, volunteers and students on placement comply with the following:
 - Health and Safety policies and Equal Opportunities Policy
 - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
 - Confidentiality and data protection
 - The Care Act 2014 and Mental Capacity Act 2005
 - All Creative Support policies, procedures and guidelines for best practice
- 2.5** Identify own training needs in discussion with line manager and attend training events and courses as required.
- 2.6** Any other duties as required.

| | QUALITIES REQUIRED | How Assessed | Essential or Desirable? |
|-----------|--|-------------------------|--------------------------------|
| 1 | Experience of providing care and support to people with a learning disability | Application | Desirable |
| 2 | Knowledge and skills in supporting people with a learning disability who have complex care and health needs | Application | Desirable |
| 3 | A relevant Health and Social Care qualification such as NVQ Level 2,3,4 or Health and Social Care Diploma Level 2,3,4 | Application | Desirable |
| 4 | A warm and engaging approach to working with people with a learning disability | Interview | Essential |
| 5 | Excellent verbal and interpersonal skills | Application & Interview | Essential |
| 6 | Good written communication and the ability to contribute effectively to a record keeping system | Application & Interview | Essential |
| 7 | Ability to work collaboratively with service users, families, and involved professionals to provide a coordinated service | Interview | Essential |
| 8 | Ability to work positively as part of a team | Interview | Essential |
| 9 | Ability to work safely and responsibly without direct supervision | Interview | Essential |
| 10 | Knowledge of communication approaches (e.g. Makaton, PECS, TEACCH System) | Application & Interview | Desirable |
| 11 | Demonstrate a strong duty of care and the ability to safeguard the wellbeing and rights of vulnerable service users | Application & Interview | Desirable |
| 12 | Demonstrate an understanding of anti-discriminatory practice and the ability to provide a service which is welcoming and inclusive | Interview | Essential |
| 13 | Possession of a valid, clean manual driving licence | Application Form | Essential |
| 14 | Ability to undertake physically strenuous duties which will include household tasks, pushing wheelchairs and moving and handling using appropriate equipment | Interview | Essential |

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|--|--|-----------------|
| Salary: | Up to £12.95 per hour dependent on experience | |
| | Point One: | £12.85 per hour |
| | Point Two: | £12.95 per hour |
| | Point Three: | |
| Please Note: <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 or part time. Full time is 37.5 hours per week, part time to be agreed subject to a minimum of 15 hours per week. 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.

Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

Holidays:

20 days plus 8 statutory days.

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 your 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 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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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.

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.

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.