



**Creative Support Ltd**

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## Senior Support Worker

**Reference: 71942**

### Grimsby Supported Living 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: 23 January 2026**

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](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 applicants are subject to enhanced DBS checks.**

**INVESTORS IN PEOPLE®**  
We invest in people Gold



**Stonewall DIVERSITY CHAMPION**



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## **JOB DESCRIPTION – SENIOR SUPPORT WORKER**

### **Grimsby Supported Living Services**

**Hours:** 37.5 hours per week - to be worked according to a rota, and to include evenings, weekends, public holidays and sleep-in shifts according to the needs of the service. You may be required to cover local on-call.

**Responsible to:** Team Leader/Registered Manager

#### **The Role:**

The role is to support the Registered Manager and support coordinator in the effective running of the Grimsby services, supporting adults with disabilities and other needs in a range of properties across North East Lincolnshire. The role will involve direct support of individuals whilst contributing to staff development and supervision, joint working with families and outside agencies to ensure high quality support is provided and to support managers to deploy staff in line with contractual requirements. You will provide outcome focused support to enable people we support to lead fulfilling and valued lives, maintain their tenancies, participate in their local community, develop independent living skills and achieve their personal goals and desired outcomes.

You must have skills in positive communication and engagement and will be able to demonstrate unconditional positive regard for the people we support. You will also have skills in the assessment of needs along with positive and proactive risk management so that support planning for individuals demonstrates an active and fulfilling life with an emphasis on a 'can do' approach.

As well as providing direct support, the senior support worker role has been developed to support the management in service delivery, effectively meeting the needs of the people we support and to take on additional responsibilities from the Manager and Support Coordinator.

#### **Main Tasks**

1. To support the Registered Manager and Support Coordinator to continuously improve and develop appropriate support plans in full consultation with the people we support, key people and other agencies.
2. To ensure that all of our people we support receive high quality, individualised, person-centered support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.
3. To build and maintain strong links across a variety of services and with other agencies, to ensure smooth and effective inter-agency working.
4. To offer support, supervision and comprehensive inductions to any new staff or relief staff in accordance with Creative Support's supervisory policy.
5. To provide mentorship, support, guidance for the staff team working within the service.

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6. To liaise with other team members to ensuring continuity of support and best practice sharing, excellent communications are to be maintained at all times.
7. To work with other senior staff to ensure the best and most efficient deployment of staff across all Grimsby services.
8. To encourage, empower and assist people we support in the following areas to maximise and build on their existing skills.
  - Problem solving and life skills
  - Domestic skills
  - Health and safety matters
  - Budgeting
  - Nutrition
  - Fulfilling hopes and dreams
  - Using community resources and facilities
  - Emotional and wellbeing support
  - Social, leisure and education activities
  - Health promotion
  - Personal Care
9. To assist the Support coordinator and the Registered Manager with the smooth running of the team and service, ensuring that new staff and people we support are made welcome and kept fully informed of their rights and responsibilities.
10. To be flexible and responsive to the needs of people we support as directed by their personal support plan.
11. To actively seek and respond to stakeholder feedback and implement changes as appropriate.
12. To develop warm, trusting and respectful relationships with people we support and to encourage them to express their needs, views and concerns.
13. To work alongside management and (where appropriate) take delegated responsibility for;
  - Health and safety aspects
  - Housing management issues
  - Monitoring and evaluation of the service
  - Supervision and management of staff
  - Assisting with Rota's
  - Financial and administration procedures
  - Carrying out direct Observations / assessing competency of staff
  - Support with auditing processes
  - Any other team functions

14. To respect our service users' right to privacy and to ensure that their dignity is maintained at all times.
15. To enhance the confidence and coping abilities of people we support through encouragement and positive feedback.
16. To encourage service users to make choices and decisions and fulfill their dreams and aspirations.
17. To respond flexibly to changing needs under the direction of the Support Coordinator and Registered Manager.
18. To take appropriate action in the event of unforeseen emergencies, ensuring that the manager is promptly informed.
19. To ensure that accurate records are kept.
20. To ensure that all financial transactions are promptly and accurately recorded.
21. To contribute to service users' reviews through the provision of verbal and written reports and by attending relevant support planning meetings.
22. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and North East Lincolnshire's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Registered Manager and the Duty/On Call Manager.
23. To ensure compliance with CQC standards and outcomes under the service registration and support the Registered Manager to be continually inspection ready.
24. To work towards relevant Diploma qualification.

#### Other

25. To provide regular verbal and written feedback to your line manager.
26. To accept regular support and supervision from your line manager.
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 current Equal Opportunities Policy agreed by Creative Support.
29. To maintain confidentiality at all times, in accordance with the agreed policy.

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- 30. To identify training needs in discussion with your 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. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support people with daily living skills and individual activities which may include moving and positioning and/or personal care needs.
- 33. Any other duties required by your manager.

## PERSON SPECIFICATION – SENIOR SUPPORT WORKER

### Grimsby Supported Living Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach	Interview	Essential
2	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals	Interview	Essential
3	Ability to engage with people we support, to develop and sustain warm and trusting relationships	Interview	Essential
4	At least one years' experience in providing care and support to people with a range of complex support needs.	Application & Interview	Essential
5	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
6	Ability to work safely and responsibly without direct supervision in The people we supports' own homes and in the community	Interview	Essential
7	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	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
9	Understanding of the person-centered aims, We Care Values and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
10	Ability to provide emotional and practical provision to people we support	Interview	Essential
11	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
12	Ability to be trained and use CITRUS breakaway and physical intervention techniques if and when required.	Application & Interview	Essential
13	Ability to support people we support with their physical health needs, for which a degree of physical fitness will be required.	Application, & Interview	Essential
14	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities.	Application & Interview	Essential
15	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)	Application & Interview	Desirable
16	The ability to supervise junior staff and to deputise for the Service Manager as well as provide on the job coaching and mentoring	Application & Interview	Essential
17	Experience of supporting people with complex health needs (PEG / Epilepsy)	Application	Desirable
18	Possession of NVQ /DipSW or other relevant social care qualification	Application	Essential
19	Willingness and ability to work flexibly to meet the needs of the service and participate in Out of Hour local on call duties	Application & Interview	Essential
20	Willingness to accept feedback and guidance and to attend training courses and events	Interview	Essential
21	Possession of clean driving license and willingness to drive the peoples we support mobility vehicles.	Application & Interview	Desirable

## TERMS AND CONDITIONS –SENIOR SUPPORT WORKER

### Grimsby Supported Living Services

<b>Salary:</b>	<b>Up to £13.45 per hour</b>
	Point One – £13.35 per hour
	Point Two – £13.45 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. 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).

#### 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.

#### Sleep-Ins:

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

#### 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.

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### **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 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 months of 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 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.

**WeCare 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 number of uniforms that are provided will be dependent on your hours worked.

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**Company Phone & 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's 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.

**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.