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## Support Worker

**Reference: 89455**

**Burncross Road – Sheffield LDS**

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: 10 February 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 candidates are subjected to enhanced DBS Checks**

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



StoneWall  
**DIVERSITY  
CHAMPION**



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## **JOB DESCRIPTION – SUPPORT WORKER**

### **Burncross Road – Sheffield LDS**

**Hours:** Part time – 22.5 hours per week; to be worked flexibly including evenings, weekends and public holidays according to the needs of the service.

**Responsible to:** Support Coordinator / Project Manager

#### **The Role:**

As a Support Worker at Burncross Road, you'll play a key role in supporting adults with learning disabilities to live fulfilled, meaningful and independent lives. Our service is home to 8 wonderful individuals, each with their own personalities, strengths, routines and aspirations. They rely on our support to live well each day, including personal care, medication support, budgeting, planning meals they enjoy, shopping, laundry, attending appointments, and getting involved in activities they love both at home and in the community. This role also includes a high level of moving and handling as part of day-to-day support. You will build warm, trusting and therapeutic relationships with the people you support, working closely with families and other professionals to ensure every individual receives fully personalised, compassionate support that enhances their quality of life.

#### **Main Duties**

1. Build warm, positive relationships with each person, encouraging them to communicate their needs, preferences and ideas.
2. Treat every individual with dignity, respect and compassion, always upholding their right to privacy.
3. Contribute to person-centred support plans that celebrate each person's goals, strengths and aspirations.
4. Be flexible and responsive to changing needs, providing support that is guided by each individual's support plan.
5. Support people to develop skills, confidence and independence, enabling them to make meaningful choices.
6. Provide personal care sensitively and respectfully, in line with each person's wishes and routines.
7. Promote self-esteem by enabling people to express their preferences and make decisions about their lives.
8. Offer regular encouragement and positive feedback to build confidence and resilience.
9. Provide support with daily living including:
  - Shopping
  - Meal preparation
  - Medication support
  - General household tasks
  - Budgeting and bill payments
  - Laundry and ironing

- Personal Care

10. Help people manage finances safely, maximise income and avoid debt, working with relevant agencies.
11. Support people to maintain a safe, comfortable, well-managed home environment.
12. Encourage the use of aids, equipment or technology that promotes safety and independence.
13. Support individuals to develop friendships, connect with their communities and enjoy meaningful relationships.
14. Respect and support cultural, spiritual and personal identity needs.
15. Encourage people to explore hobbies, interests and new activities that bring joy and fulfilment.
16. Empower individuals to participate fully in their communities and enjoy the rights and responsibilities of citizenship.
17. Promote wellbeing by offering person-centred guidance on healthy living, exercise, diet and managing long-term conditions.
18. Report any concerns or significant changes promptly to the Manager/Support Coordinator or Duty/On-Call Manager.
19. Support individuals with medication routines, reporting any concerns or side effects to appropriate professionals.
20. Work within agreed risk management plans to reduce risks and promote safety.
21. Provide excellent customer care and encourage feedback to help us continuously improve.
22. Respond appropriately and safely in emergencies, ensuring managers are informed immediately.
23. Follow all Health & Safety guidelines and report any concerns promptly.
24. Keep accurate, clear and up-to-date written records in the required format.
25. Ensure all financial transactions are recorded accurately and promptly.
26. Contribute to reviews, providing written and verbal information as required.
27. Take responsibility for a caseload as a Key Worker under supervision from senior staff.

### Other

1. Keep your Line Manager informed of your whereabouts and submit accurate weekly timesheets.
2. Engage positively in supervision and provide regular updates to your Line Manager.
3. Work in line with Creative Support's person-centred values at all times.
4. Uphold Creative Support's commitment to equality, diversity and anti-discriminatory practice.
5. Maintain confidentiality in line with policy.

6. Discuss training needs with your Line Manager and attend training as required.
7. Follow all Creative Support policies, procedures and best-practice guidelines.
8. Act as Shift Coordinator when required.
9. Support people with daily living, moving & handling, and personal care as needed.
10. Participate actively in infection prevention and control.
11. Provide respectful personal care, including support with mobility, hoists, wheelchairs and equipment.
12. Carry out any other duties consistent with the role.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
<b>1</b>	A warm approach and ability to positively engage 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>	A basic understanding of the needs of people with learning disabilities	Application & Interview	Essential
<b>6</b>	Ability to provide personal care, emotional/practical support to service users which promotes dignity, independence and recovery	Interview	Essential
<b>7</b>	Willingness and ability to administer medication to service users	Interview	Essential
<b>8</b>	A common-sense approach to problem solving and an ability to respond effectively in crisis or emergency situations	Interview	Essential
<b>9</b>	Ability to liaise in a professional manner with families/other agencies	Interview	Essential
<b>10</b>	An understanding of the person centred aims and principles of Creative Support	Interview	Essential
<b>11</b>	Commitment to equal opportunities and anti-discriminatory practice	Application & Interview	Essential
<b>12</b>	Experience of providing care or support services to people with care/support needs	Application & Interview	Desirable
<b>13</b>	Good work ethic, timekeeping, attendance and reliability	Application & Interview	Essential
<b>14</b>	Willingness to work flexible hours including evenings, weekends and bank holidays	Interview	Essential
<b>15</b>	Willingness to respond positively to instructions and guidance from senior colleagues	Interview	Essential
<b>16</b>	Ability to support service users with their personal care needs.	Interview	Essential
<b>17</b>	Possession of NVQ 2 or higher social care qualification	Application	Desirable

## TERMS AND CONDITIONS – SUPPORT WORKER

Burncross Road – Sheffield LDS

<b>Salary:</b>	<b>£12.85 per hour (effective 01 January 2026)</b>
<p><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. New starters under 25 with a degree level qualification will commence on point one of the payscale. You will be paid for contracted hours and not per visit.</i></p>	

### Hours of Work:

Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 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).

### 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:

Contracted 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.

### **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.

### **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.

**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.

**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.