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**Senior Support Worker**  
**Waterloo Supported Living Service**

**Reference: 85414**

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: 20 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**

*Please note that all employees are required to complete an enhanced DBS check.*



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

### **Waterloo Supported Living Service**

**Hours:** 37.5 hours per week (flexible: to be worked according to a rota and to include evenings, weekends and public holidays according to the needs of the service).

**Responsible to:** Service Manager, Area Manager, Service Director and Team Leader

#### **The Role:**

To provide individualised person-centred support to people with learning disabilities, mental health needs and physical disabilities living in their own homes. To enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

#### **Main responsibilities:**

1. Conduct assessments and devise appropriate support plans with service users, carers, and involved professionals.
2. Liaise with other team members to ensure that continuity of support and excellent communication is to be maintained at all times.
3. Support service users in the following to maximize and build on their existing skills:
  - Problem solving and life skills
  - Domestic skills
  - Budgeting, benefits, managing personal finances and the paying of bills
  - Nutrition and safety matters
  - Using community resources and facilities
  - Social, leisure and education activities
  - Benefit entitlements
  - Health promotion
  - Personal Care
4. Be flexible and responsive to the needs of service users as directed by personal support plan.
5. Offer reassurance and support to service users at times of emotional distress.
6. Actively seek and respond to service users' feedback and implement changes as appropriate.
7. Develop warm, trusting relationships with service users and encourage them to express needs, views and concerns.
8. Work alongside managers and (where appropriate) take delegated responsibility for:
  - Health and Safety aspects
  - Housing Management function
  - Referral and allocation procedures
  - Feedback and report writing
  - Monitoring and evaluation of the service

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- Assisting with rotas
  - Tenant participation
  - Financial and administrative procedures
  - Other team functions
9. Assist in monitoring service user mental and physical wellbeing and inform managers and involved professionals of concerns or significant changes in needs and circumstances.
  10. Respect service user rights to privacy and ensure that their dignity is maintained at all times.
  11. Enhance the confidence and coping abilities of service users through encouragement and positive feedback.
  12. Encourage service users to make choices and decisions.
  13. Respond flexibly to changing needs under direction of the Managers.
  14. Take appropriate action in the event of emergencies, ensuring that the Managers is informed.
  15. Ensure that accurate records are kept.
  16. Ensure that financial transactions are promptly and accurately recorded.
  17. Contribute to service user reviews through verbal and written reports and by attending care planning meetings.

**Management Duties:**

1. Work with managers to ensure all voids are appropriately allocated and kept to a minimum.
2. Offer support and supervision to any junior staff or relief staff.
3. Supervise staff in accordance with Creative Support’s supervisory policy.
4. Assist managers with the smooth running of the team and service, ensuring that new staff and service users are welcomed and fully informed of their rights and responsibilities.
5. Build and maintain strong links with other agencies, ensure smooth and effective inter-agency working with an emphasis on culturally appropriate resources within the area.

**General Duties:**

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. Accept support, supervision and guidance from senior colleagues.
3. Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

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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
  - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
  - All Creative Support policies, procedures and guidelines for best practice
  
5. 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.
  
6. Identify own training needs in discussion with line manager and attend training events and courses as required.
  
7. Any other duties as required.

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**PERSON SPECIFICATION – SENIOR SUPPORT WORKER**

**Waterloo Supported Living Service**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	At least two years' experience of providing care and support to people with mental health needs/learning disabilities	Application	Essential
<b>2</b>	Experience of supervising staff and deploying staff resources efficiently to meet the needs of the service	Application	Desirable
<b>3</b>	Possession of a relevant social care or professional qualification	Interview	Essential
<b>4</b>	A warm, respectful and positive approach to working with service users	Interview	Essential
<b>5</b>	Excellent written and verbal communication skills and ability to contribute to record keeping to an acceptable standard	Interview	Essential
<b>6</b>	Conduct support and risk assessments and devise recovery-focused support and risk management plans accordingly	Application & Interview	Essential
<b>7</b>	Collaborate with service users, families, carers, and involved professionals to maximize outcomes for service users	Interview	Essential
<b>8</b>	Experience of liaising with other agencies and attending multi-agency meetings and CPA reviews	Application & Interview	Essential
<b>9</b>	Knowledge of welfare benefits and ability to ensure tenants receive their correct entitlement	Application & Interview	Desirable
<b>10</b>	Promote anti-discriminatory practice and develop a service that is welcoming to all service users	Interview	Essential
<b>11</b>	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
<b>12</b>	Ability to support service users with their mobility and physical health needs, for which a degree of physical fitness will be required	Application & Interview	Essential
<b>13</b>	A clean driving license and ownership of a car or willingness to acquire a car and willingness to use the car for business purposes	Application & Interview	Desirable

## TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

### Waterloo Supported Living Service

<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:

37.5 per week to be worked flexibly on a rota which will include, evenings, weekends and public holidays according to the needs of the service.

#### Banks 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.

#### Holidays:

25 days plus 8 statutory days pro rata.

#### Birthday Holiday Bonus:

After two years continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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.

#### Development Pathway:

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

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The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Support’s strategic plan

**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.

**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:**

Staff become members of a non-contributory group life assurance scheme after 6 months’ employment. This scheme provides a death in service benefit of 2x annual salary. Participation in this scheme is subject to the rules of the scheme which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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:**

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An easy and affordable way to help you spread the cost of healthcare such as dental and optical care, and physiotherapy.

**Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

**Payroll Giving:**

Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

**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 organization, if there have been at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable to your service, a uniform will be provided. The amount of uniforms provided will depend on your hours worked.

**Company mobile phone and laptop:**

If applicable to your job role, a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be accountable 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 basis, upon receipt of authorised claim forms. If you use a car on organisation business, you will be required to have business

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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.

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