



**Creative Support Ltd, Head Office**

Wellington House  
131 Wellington Road  
Stockport  
SK1 3TS

Tel: 0161 236 0829  
Fax: 0161 237 5126  
recruitment@creativesupport.co.uk  
www.creativesupport.co.uk

**Relief Support Worker**

**Reference: 89601**

**Intensive Support Service: Bury**

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: 03 April 2026**

Once you have submitted your application form, please 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 employees are subject to enhanced DBS checks.**



|                |                 |  |              |   |
|----------------|-----------------|--|--------------|---|
| Authorised by: | Donna Whitehead |  | Page Number: | 1 |
|----------------|-----------------|--|--------------|---|

## **JOB DESCRIPTION – RELIEF SUPPORT WORKER**

### **Intensive Support Service: Bury**

**Hours:** Zero-hour contract, as required

**Responsible to:** Support Co-ordinator, Service Manager, Service Director

#### **The Role:**

The Intensive Support Service has been developed to provide a bespoke supported living services in the Bury/Heywood area of Greater Manchester to adults over the age of 18 with learning disabilities, autism and mental health needs and complex needs. Staff members recruited will initially be required to work dynamically between the Registered Office, service and current care provision to ensure service users experience a well-planned transition into their new home. Relief Support Workers support residents with shopping, cooking or baking, household tasks and meeting personal care needs, as well as meeting unique personal goals.

#### **Main Duties**

##### **Care and Support:**

- 1.1 To develop and sustain warm and trusting relationships with service users.
- 1.2 To promote the self-esteem, happiness and emotional health of service users.
- 1.3 To respect the person's right to privacy and ensure that their dignity is maintained at all times.
- 1.4 To encourage and support service users in expressing needs, views and concerns. To enable service users to make choices and decisions and to participate in planning and decision-making processes.
- 1.5 To support service users to express their personal identity, including gender and sexuality.
- 1.6 To respect and promote the human rights and entitlements of people with learning disabilities, autism and mental health needs and enable them to participate in their communities as active citizens, enjoying the same rights as others. To support service users to access independent advice and advocacy when needed and to signpost/refer to external agencies as required.
- 1.7 To be responsive to the individual needs of service users within the framework of their Integrated Support Plans to respond flexibly to changing needs.
- 1.8 To enable and empower service users to gain independence, confidence and competence in following areas:
  - Personal care and hygiene
  - Improving and maintaining health and wellbeing
  - Daily living skills
  - Budgeting and paying bills
  - Social skills/relationships

|                       |                        |  |                     |          |
|-----------------------|------------------------|--|---------------------|----------|
| <b>Authorised by:</b> | <b>Donna Whitehead</b> |  | <b>Page Number:</b> | <b>2</b> |
|-----------------------|------------------------|--|---------------------|----------|

- Using community resources and facilities
- Social, leisure and work activities
- Finding and sustaining voluntary or paid employment
- Self-organisation and coping abilities
- Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback. To build on individual strengths, interests and assets. Where service users are unable to carry out tasks for themselves (such as housework, shopping, cooking, laundry, etc) to carry these out on their behalf with regard for their preferences. To promote the service user's active involvement and capacity for self-management when undertaking any tasks and to always seek to develop their skills and confidence and their enjoyment of everyday activities.

- 1.9** To ensure that service users attend all health appointments and receive advice, care and regular health checks to ensure their physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.
- 1.10** To communicate with service users in their preferred manner and to follow communication passports and guidelines.
- 1.11** To support service users in developing a socially valued life, which includes culturally and age-appropriate experiences, building on their strengths, interests and aspirations. To enable people to access social, leisure, education, training and employment opportunities.
- 1.12** To support service users to build and maintain their relationships with family and friends and to develop their informal support network.
- 1.13** To communicate with service users in their preferred manner and to follow communication passports and guidelines.
- 1.14** To provide a culturally sensitive and appropriate service to service users from diverse backgrounds and to support people to observe their chosen faith and maintain cultural connections.
- 1.15** To assist and support service users in the ordering, administration and monitoring of prescribed medication following Creative Support's Medication Policy and local guidelines.
- 1.16** To support service users to enjoy a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene and to support service users to store and prepare food safely.
- 1.17** To enable service users to maintain their homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain their independence.
- 1.18** To support service users to maintain a positive and purposeful routine and lifestyle which enables their personal development.

|                       |                        |  |                     |          |
|-----------------------|------------------------|--|---------------------|----------|
| <b>Authorised by:</b> | <b>Donna Whitehead</b> |  | <b>Page Number:</b> | <b>3</b> |
|-----------------------|------------------------|--|---------------------|----------|

- 1.19** To ensure that the assessed needs of people with physical and sensory disabilities are met and to provide safe and appropriate personal care and support to meet health needs. This may involve undertaking delegated health care tasks in accordance with agreed plans and guidelines.
- 1.20** To support service users to travel with confidence on public transport
- 1.21** To plan and contribute to service users' Person-Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To enable the service user's views and wishes to be at the heart of decision making.
- 1.22** To devise activity plans to meet the identified needs and preferences of service users and to organise and to undertake activities in accordance with agreed activity plans, risk management guidelines, positive behavioural support guidelines and financial protocols. To ensure the safety of service users when undertaking activities inside the home and in the community and to promote their enjoyment and personal development whilst participating in activities.
- 1.23** To support service users to plan short breaks and holidays and to accompany them on outings and holidays at their request, where support is required.
- 1.24** To observe and monitor service users' emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances.
- 1.25** To ensure that the safety and welfare of service users is paramount and to report any poor practice to your manager, whether relating to colleagues, external agencies or others.
- 1.26** To ensure that all incidents, accidents and safeguarding concerns are reported in a timely manner, in accordance with agency and Local Authority requirements. To ensure that any agreed follow up actions or protection measures are implemented.
- 1.27** To follow health and safety guidelines and alert your manager to any health and safety concerns.
- 1.28** To carry out daily and weekly health and safety checks within agreed timescales and to report any safety concerns.
- 1.29** To contribute to project records and individual case files.
- 1.30** To conduct and record financial transactions involving service users within agency guidelines.
- 1.31** To carry out general administrative duties, housing management tasks and services as required.
- 1.32** To contribute to the induction of new staff, students and agency support staff following the local induction procedure.

|                       |                        |  |                     |          |
|-----------------------|------------------------|--|---------------------|----------|
| <b>Authorised by:</b> | <b>Donna Whitehead</b> |  | <b>Page Number:</b> | <b>4</b> |
|-----------------------|------------------------|--|---------------------|----------|

- 1.33** To take part in and contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.
- 1.34** To communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.
- 1.35** To respond positively and quickly to complaints or feedback from service users, their families, or others. To acknowledge and ensure all complaints are logged in the complaints file. To ensure that complaints procedure is followed and that your manager and Head Office is informed.
- 1.36** To drive service user and company cars as appropriate (and if in possession of a current driving licence).
- 1.37** To undertake other tasks as required on instruction from or on behalf of senior staff.

**Person Centred Behavioural Support:**

- 1.38** To work within the principles of positive behavioural support at all times in a person centred and therapeutic way.
- 1.39** To follow positive behaviour support principles and guidelines at all times, using preventative strategies and positive approaches. Using reactive strategies once trained as a last resort to ensure the safety of service users and others.
- 1.40** To work in a highly compassionate and sensitive way in particular when individuals exhibit signs of acute distress, changeable or low mood and to monitor individuals' risks following risk management and contingency plans.
- 1.41** To create excellent written records which could stand up to scrutiny, ensuring you complete incident reports with support from you Line Manager, detailing any incident behavioural or otherwise. To ensure that all incidents are uploaded to our Airtable reporting system and to take part in debriefs with senior staff following incidents having taken place.
- 1.42** To attend group meetings with line managers and members of the Complex Care Team to review support provided and incidents that have taken place to support staff to remain emotionally resilient and supportive following challenging events.
- 1.43** To attend team and group meetings wherever possible regarding identified service users and use these as opportunities to explore intricacies of individuals lives, behaviour, activities, choices, opportunities and outcomes. To create excellent key working records to be shared with local clinical teams and managers to ensure genuine opportunities for change for individuals to take place.
- 1.44** To closely adhere to the Behaviour Management Guidelines as defined by the Senior Practitioner and Multi-Disciplinary Team. To be part of a core team of staff working with a group of service users providing consistent, predictable support at all times.

|                       |                        |  |                     |          |
|-----------------------|------------------------|--|---------------------|----------|
| <b>Authorised by:</b> | <b>Donna Whitehead</b> |  | <b>Page Number:</b> | <b>5</b> |
|-----------------------|------------------------|--|---------------------|----------|

## General Duties

- 1.45** Promote Creative Support, its services and activities to service users, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.
- 1.46** Accept support, supervision and guidance from senior colleagues.
- 1.47** Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 1.48** 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
- 1.49** 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.
- 1.50** Identify own training needs in discussion with line manager and attend training events and courses as required.
- 1.51** Any other duties as required.

|                       |                        |  |                     |          |
|-----------------------|------------------------|--|---------------------|----------|
| <b>Authorised by:</b> | <b>Donna Whitehead</b> |  | <b>Page Number:</b> | <b>6</b> |
|-----------------------|------------------------|--|---------------------|----------|

## PERSON SPECIFICATION – RELIEF SUPPORT WORKER

### Intensive Support Service Bury

|    | <b>QUALITIES REQUIRED</b>  | <b>How Assessed</b>                         | <b>Essential or Desirable</b> |
|----|--|---|-------------------------------|
| 1  | Experience of supporting people with learning disabilities   | Application & Interview                     | Desirable                     |
| 2  | Ability to demonstrate unconditional positive regard and a warm, respectful and person-centred approach to people with learning disabilities, mental health needs and complex needs  | Interview                                   | Essential                     |
| 3  | A warm and person-centred approach   | Interview                                   | Essential                     |
| 4  | Ability to engage with service users and to develop and sustain warm and trusting relationships  | Interview                                   | Essential                     |
| 5  | Good verbal communication and listening skills   | Application & Interview                     | Essential                     |
| 6  | Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation  | Application & Interview                     | Essential                     |
| 7  | Possession of a relevant vocational qualification (such as NVQ, Health & Social Care Diploma or equivalent)  | Application and post-interview checks       | Desirable                     |
| 8  | Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users   | Interview                                   | Essential                     |
| 9  | Well motivated and proactive with a good work ethic and strong duty of care  | Interview                                   | Essential                     |
| 10 | An understanding of equal opportunities and culturally sensitive practice  | Interview                                   | Essential                     |
| 11 | Ability to work positively in a team and to contribute to an effective team approach   | Interview                                   | Essential                     |
| 12 | Ability to follow policies, guidelines and guidance/instructions from senior staff   | Interview                                   | Essential                     |
| 13 | Ability to provide respectful personal care and support and to promote dignity   | Application & Interview                     | Essential                     |
| 14 | Ability to work without direct supervision and to use own initiative   | Interview                                   | Essential                     |
| 15 | A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviour inclusive of the implementation of intervention techniques (with training) when required. | Application & Interview                     | Essential                     |
| 16 | Ability to be trained and use positive response breakaway and physical intervention techniques if and when required. Applicants must be physically fit and able to perform these techniques in line with the techniques' requirements.                                 | Application Form, Pre-emp Forms & Interview | Essential                     |
| 17 | Ability to work in a calm, patient, sensitive manner at a pace appropriate to the needs of the individual  | Interview                                   | Essential                     |

|           |  |                                     |           |
|-----------|--|-------------------------------------|-----------|
| <b>18</b> | Willingness to learn and follow helpful approaches, interventions in working with people with learning disabilities.     | Application & Interview             | Essential |
| <b>19</b> | Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc).                     | Application & Interview             | Desirable |
| <b>20</b> | Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins | Interview                           | Essential |
| <b>21</b> | Punctual and reliable  | Interview and post-interview checks | Essential |
| <b>22</b> | Willingness to work flexibly to meet the needs of the service  | Interview                           | Essential |
| <b>23</b> | Possession of clean driving license and willingness to drive service user vehicles.                                      | Application & Interview             | Desirable |

## **TERMS AND CONDITIONS – RELIEF SUPPORT WORKER**

### **Intensive Support Service Bury**

#### **Salary:**

**£12.60 per hour, plus accrued holiday pay (standard relief rate)**

#### **Hours of Work:**

As required on a relief basis (i.e. on a non-contracted basis)

#### **Holidays:**

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12-week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

#### **Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

#### **Sickness Policy:**

You will not be entitled to company sick pay.

#### **Disclosure Checks:**

All appointments will be subject to DBS enhanced disclosure and ISA checks.

#### **Sona App:**

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

#### **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.

|                       |                        |  |                     |          |
|-----------------------|------------------------|--|---------------------|----------|
| <b>Authorised by:</b> | <b>Donna Whitehead</b> |  | <b>Page Number:</b> | <b>9</b> |
|-----------------------|------------------------|--|---------------------|----------|