



**Creative Support Ltd, Head Office**

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## Relief Support Worker

**Reference: 85540**

**Huddersfield Learning and Physical Disability Service**

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: 01 April 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](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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**Responsible to:** Project Manager and senior colleagues

**The Service:** Sigott Street is a supported housing development in Longwood, Huddersfield consisting of 10 flats for individuals with learning disabilities and individuals with physical disabilities. Each self-contained flat has been adapted to meet the needs of the individual living there, and they are provided with a bespoke package of care and support based on their needs and preferences.

**The Role:** To provide personalised care and support for people with learning disabilities and physical disabilities. To work with families, friends and care managers to deliver individualised support packages around daily living and self-care needs, health management, social inclusion, skills development, and communication. To work with individuals to engage in these activities and to develop their independence as much as possible. To enable individuals to enjoy a fulfilling and valued life, to participate in the community and to develop positive social networks.

**Main Duties:**

1. Develop and sustain warm, trusting relationships with service users.
2. Promote the self-esteem, happiness, and emotional health of service users.
3. To offer unconditional positive regard to service users, to respect their right to privacy and to ensure that their dignity is maintained at all times.
4. Encourage and support service users in expressing 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.
5. Respect and promote the rights and entitlements of individuals with learning disabilities and individuals with physical disabilities, and to enable them to participate as fully as possible in their communities.
6. Be responsive to the needs of service users in line with their personalised support plan and respond flexibly to changing needs.
7. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personalised support plan.
8. Enable service users to gain independence, confidence, and competence in the following areas:
  - 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
  - This will be achieved through practical assistance, support, guidance, advice, role modelling, encouragement, and positive feedback.

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9. Support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified within their personalised support plan.
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.
11. 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.
12. Encourage service users living at Sigott Street to look out for one another and positively interact with each other, to contribute to a culture of companionship and positive neighbour relations.
13. Assist service users in the administration and monitoring of prescribed medication in accordance with Creative Support policies.
14. Observe and monitor service users' mental and physical wellbeing and inform involved professionals of concerns or significant changes in their needs, behaviour and circumstances.
15. Take appropriate action in the event of emergencies, ensuring that the line manager is informed promptly.
16. Follow Health and Safety guidelines and alert the line manager of health and safety concerns.
17. Ensure Health & Safety duties and checks are carried out promptly and are recorded correctly.
18. Contribute to the service's records and individual service user case files.
19. Conduct and record all financial transactions involving service users within agency guidelines.
20. Carry out general administrative duties, housing management tasks, and duties as required.
21. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the service users' personalised support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet their personal needs.

**General Duties:**

1. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to colleagues.
3. To accept support, supervision and guidance from senior colleagues.
4. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
5. To comply with and to implement the Equal Opportunities Policy.
6. To maintain confidentiality at all times, in accordance with the agreed policy.

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7. To identify training needs in discussion with line manager and to attend training events and courses as required.
8. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
9. To take on the role of Shift Co-ordinator when required.
10. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
11. Any other duties as required.

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
<b>1</b>	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to service users.	Interview	Essential
<b>2</b>	Ability to demonstrate insight and understanding into the needs of service users with learning disabilities and/or with physical disabilities.	Interview	Essential
<b>3</b>	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of service users.	Interview	Essential
<b>4</b>	Written communication skills, sufficient to contribute to a record keeping system.	Application & Interview	Essential
<b>5</b>	Ability to work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative.	Interview	Essential
<b>6</b>	Ability to work safely and responsibly without direct supervision in service users' own homes.	Interview	Essential
<b>7</b>	Ability to enable service users to enjoy developmental opportunities without being exposed to unacceptable risks.	Interview	Essential
<b>8</b>	Understanding of the person centred aims and principles of Creative Support and the ability to put these into practice.	Application & Interview	Essential
<b>9</b>	Ability to liaise in a professional manner with other agencies and to work in a positive manner with the families and friends of service users.	Interview	Essential
<b>10</b>	Ability to provide emotional and practical support with all aspects of everyday life for service users.	Application & Interview	Essential
<b>11</b>	A non-judgmental approach to working with people who may be challenging and the ability to cope in a mature way.	Application & Interview	Essential
<b>12</b>	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual.	Interview	Essential
<b>13</b>	Possession of relevant social care qualification (e.g. NVQ & Health and Social Care Diplomas).	Application	Desirable
<b>14</b>	Experience of providing care or support to people with a learning or physical disability.	Application & Interview	Essential
<b>15</b>	Life experience and confidence in relating to people from a wide variety of backgrounds.	Application & Interview	Essential
<b>16</b>	Ability to provide respectful and dignified personal care and assistance with mobility needs.	Interview	Essential
<b>17</b>	Willingness and ability to work flexibly to meet the needs of the individuals and the service.	Interview	Essential
<b>18</b>	Willingness to attend training courses and events.	Interview	Essential

**Pay Structure:**

<b>Salary:</b>	<b>£12.60 per hour</b>
<b>Please Note:</b> <i>Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in.</i>	

**Rate effective from 01 January 2026.**

**Hours of Work:**

As required.

**Holidays:**

You will not be entitled to paid holidays unless you work 13 consecutive weeks.

**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.