



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 Recovery Support Worker
Telford Mental Health Services

Reference: 91346

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: 12 May 2026

Once you have submitted your application form allow *14 working days* after the closing date for a response. Please return the application form by email to 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 required to complete enhanced DBS checks.



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JOB DESCRIPTION – RELIEF SUPPORT WORKER

Telford Mental Health Services

Hours: Zero-hour contract, as required.

Responsible To: Service Manager, UBM and senior colleagues

The Role:

To provide individualised person centred support to people with learning disabilities living in their own homes or in supported housing; 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 Duties

1. To develop and sustain warm and trusting relationships with service users.
 2. To promote the self-esteem, happiness and emotional health of service users.
 3. To respect the client’s right to privacy and to ensure that their dignity is maintained at all times.
 4. To encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes, in line with current legislation such as the care act.
 5. To respect and promote the rights and entitlements of people with learning disabilities, and to enable them to participate as fully as possible in their communities.
 6. To be responsive to the individual needs of service users within the framework of their Person Centred Plans and to respond flexibly to changing needs.
 7. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness 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
- To achieve this through the provision of practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.
10. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by the Person-Centred Plan.
 11. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.

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12. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.
13. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
14. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
15. To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
16. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and the DPM is informed promptly.
17. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.
18. To contribute to project records and individual case files.
19. To carry out and record all financial transactions involving service users within agency guidelines.
20. To carry out general administrative duties, housing management tasks and services as required.
21. To contribute to person-centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings.
22. 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 and may involve supporting people with personal care needs

Other

23. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
24. To provide regular verbal and written reports to colleagues.
25. To accept support, supervision and guidance from senior colleagues.
26. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
27. To comply with and to implement the Equal Opportunities Policy.
28. To maintain confidentiality at all times, in accordance with the agreed policy.
29. To undertake specific specialised training identified to enhance on team expertise, of working with people with complex needs.

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- 30. To identify training needs in discussion with 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. To take on the role of shift co-ordinator when required.
- 33. Any other duties as required.

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PERSON SPECIFICATION - RELIEF SUPPORT WORKER

Telford Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	A warm approach and ability to positively engage service users	Interview	Essential
2.	Good verbal communication skills and interpersonal skills	Interview	Essential
3.	Good written communication skills, with an ability to contribute to a record keeping system	Application	Essential
4.	Ability to work positively as part of a team	Interview	Essential
5.	A basic understanding of the needs of people with mental health support needs	Application & interview	Essential
6.	Ability to provide emotional and practical support to service users in ways which promote their dignity, independence and recovery	Interview	Essential
7.	Ability to work without direct supervision	Application & Interview	Essential
8.	A common sense approach to problem solving and an ability to respond effectively in crisis or emergency situations	Interview	Essential
9.	Ability to liaise in a professional manner with other agencies	Interview	Essential
10.	An understanding of the person centred aims and principles of Creative Support	Interview	Essential
11.	Commitment to equal opportunities and anti-discriminatory practice	Application & Interview	Essential
12.	Experience of providing support services to people in an accommodation based service.	Application & Interview	Desirable
13.	Good work ethic, timekeeping, attendance and reliability	Application Interview & references	Essential
14.	Willingness to work flexible hours	Interview	Essential
15.	Willingness to respond positively to instructions and guidance from senior colleagues	Interview & references	Essential
16.	Car owner/driver, willing to use car for work related travel and to obtain business insurance	Interview	Desirable
17.	Possession of NVQ 2 or higher social care qualification	Application	Desirable
18.	A basic understanding of the benefit system with the ability to complete benefit application forms	Interview	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Telford Mental Health Services

Salary:

£12.85 per hour, plus rolled up holiday pay

Hours of Work:

Zero-hour contract, as required.

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.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service and ISA checks.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Probationary Period:

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

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Holidays:

Accrued as per the hours worked.

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

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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