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Relief Support Worker

Reference: 91399

Darlington Learning 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: 02 June 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 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

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Darlington Service for people with Physical and Sensory Disabilities

Accountable to: Senior Support Worker/Team Leader/Area Manager

The Role:
To provide individualised person-centred, outcome-focused support to people with physical and sensory disabilities living in their own homes. To enable them to enjoy a fulfilling and valued life, to participate in the community and to be as independent as possible.

Main Responsibilities/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 service user'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 make choices and decisions and to participate as fully as possible in planning and decision-making processes.

5. To respect and promote the rights and entitlements of people with physical and sensory disabilities, and to enable them to participate as fully as possible in their communities.

6. To support service users in maintaining the safety, security, accessibility and comfort of their homes.

7. To support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant. To advise and assist service users in identifying and accessing aids and adaptations which will enhance their quality of life and safety whilst prompting their independence.

8. 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.

9. To enable and motivate service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
    - Communication
    - Personal care & hygiene
    - Social skills/relationships
    - Daily living skills and management of the house
    - Using community resources and facilities
    - Social, leisure and work activities
    - Self-organisation and coping abilities

- Personal safety

10. To support service users to communicate their needs and wishes effectively. To enable access to specialist communication tools and equipment

11. To work within agreed management protocols and guidelines for individuals with complex needs.

12. 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.

13. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances. To ensure that all relevant disability benefits are claimed.

14. 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.

15. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks. To undertake risk assessments and complete positive risk management plans.

16. To prompt service users in respect of prescribed medication and advice from medical professionals

17. 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.

18. To take appropriate action in the event of unforeseen emergencies, ensuring that the Team Leader and Area Manager is informed promptly.

19. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.

20. To contribute to project records and individual case files.

21. To carry out and record all financial transactions involving service users within agency guidelines.

22. To carry out general administrative duties, housing management tasks and services as required.

23. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

24. To act as the designated key worker for individuals.

Other

25. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

26. To provide regular verbal and written reports to colleagues.

27. To accept support, supervision and guidance from senior colleagues.

28. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

29. To comply with and to implement the Equal Opportunities Policy.

30. To maintain confidentiality at all times, in accordance with the agreed policy.

31. To undertake specific specialised training identified to enhance on team expertise, of working with people with physical disabilities and for sensory impairment.

32. To identify training needs in discussion with Line Manager and to attend training events and courses as required.

33. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

34. To take on the role of shift leader when required.

35. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Darlington Service for people with Physical and Sensory Disabilities

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Experience of providing care, support or other services to people with a variety of needs	Application & Interview	Essential
2	Experience of supporting people with physical and sensory disabilities	Application & Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Possession of NVQ or other relevant social care qualification	Application	Desirable
5	Good written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
6	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
7	A calm, patient and non-judgmental approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
10	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
11	Willingness to work flexible hours according to needs of agency and service users	Application & Interview	Essential
12	To have a clean driving licence and access to a car	Application	Essential
14	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
15	Good work ethic, timekeeping, attendance, professionalism and reliability	Application, interview & references	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Darlington Service for people with Physical and Sensory Disabilities

Pay Structure:

£12.85 per hour

Sleep-Ins:

Support Workers may be required to undertake sleep-ins. Where sleep-ins are undertaken by Support Workers/Supported Living Workers these are paid additionally per sleep-in, over and above the salary for the employee's contracted hours on the basis of the relevant National Minimum Wage (NMW) or National Living Wage (NLW).

Hours of Work:

As required

Probationary Period:

The first four months will constitute a probationary period.

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.

Sickness Policy:

You will not be entitled to company sick pay.

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.