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Support Worker
Grimsby Floating Support

Reference: 93181

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: 27th May 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

A handwritten signature in black ink, appearing to read 'A. Waters'.

Recruitment Department

All employees are subject to enhanced DBS checks

INVESTORS IN PEOPLE
We invest in people Gold



JOB DESCRIPTION - SUPPORT WORKER

Grimsby Floating Support

Hours: Full time, 37.5 hours per week to be worked flexibly on a rota according to the needs of the service

Responsible to: Project Manager

The Role:

Our Grimsby Floating Support service assists individuals who are homeless or at risk of homelessness, people who are at risk of offending and individuals with mental health conditions. We encourage individuals to get support in a group setting, as well as identify their own goals and priorities.

The focus of this work is to support people to develop the necessary skills to maximise their independence in the community and lead a more fulfilling life, by providing additional help such as learning life skills such as cooking or budgeting and providing emotional support and befriending.

The support we provide aims to enable and empower tenants to find sustainable, long-term accommodation in the local community. The service also provides resettlement support (e.g. for those moving on from supported housing services) and longer term sustainment of tenancies (e.g. to support service users to remain in their homes and avoid eviction and homelessness).

The role includes development work that involves liaising with other community groups/agencies to drive the project forward and enable us to offer a wide variety of activities within the groups.

The post holder will work across the services supporting groups and on a 1-1 basis within the community. You will also support individuals accessing the service in financing and budgeting, benefit maximisation, as well as general health and wellbeing and living skills.

Main Duties

- 1.** To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
- 2.** Offer flexible and responsive housing related support to service users in the form of brief interventions, resettlement work and longer term sustaining of tenancies.
- 3.** To develop an extensive knowledge of opportunities for social inclusion within the borough and provide support to the client on how to access them.
- 4.** To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
- 5.** To support service users to develop daily living skills to move on to more independent living.
- 6.** To engage with the project manager, keeping them informed, supporting service users and offering support to them in their own right.

7. To deliver a personalised service which is responsive, flexible and creative in meeting the varied needs of service users and to achieve positive outcomes for individuals and families.
8. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.
9. To promote the service user's self-esteem and enable them to express their preferences and make choices and decisions.
10. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self-organisation and to encourage them to maintain appointments and commitments.
11. To support service users to manage debts and budgeting and to assist in addressing barriers to housing such as rent arrears from previous tenancies.
12. To work in partnership with key stakeholders including housing options, landlords, health and social care, drug and alcohol services, probation and the voluntary and community sector etc.
13. To work in partnership with appropriate agencies to ensure that their needs are met appropriately e.g. signposting services.
14. To advise and support service users in obtaining appropriate move-on accommodation which meets their needs.
15. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
16. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities. To promote the personal development of service users through developing support plans which outline goals and aspirations for the future.
17. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
18. To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services. To promote a healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.
19. To assist in monitoring service users' general well-being and to inform the Manager/Support Co-ordinator, Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Manager/Support Co-ordinator or the Duty/On Call Manager.
20. To advise and support service users in respect of drug and alcohol use. To support service users who wish to reduce or stop using non prescribed drugs and alcohol and work within the principles of harm minimisation.

- 21.** Work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
- 22.** To take appropriate action in the event of emergencies, ensuring that the Team Leader and Duty/On Call Manager is informed promptly.
- 23.** To follow Health and Safety guidelines carefully and to alert the Project manager immediately of any concerns in relation to Health and Safety issues.
- 24.** To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
- 25.** To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
- 26.** To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings. To liaise with the Care Co-ordinator and other professionals on a regular basis if the service user is care managed.
- 27.** To fulfil the role of Primary Worker as required, under the direction of a senior member of staff.

Other

- 1.** To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 2.** To provide regular verbal and written reports to your Line Manager.
- 3.** To accept regular support and supervision from your Line Manager.
- 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 Creative Support's Equal Opportunities Policy.
- 6.** To maintain confidentiality at all times, in accordance with the agreed policy.
- 7.** To identify training needs in discussion with your 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.** Any other duties as required.

PERSON SPECIFICATION - SUPPORT WORKER
Grimsby Floating Support



	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good interpersonal skills	Interview	Essential
3	Ability to work as part of a team	Interview	Essential
4	Ability to provide sympathetic, emotional and practical support to service users	Interview	Essential
5	Written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
6	Ability to work constructively and co-operatively as part of a team	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to demonstrate initiative, self motivation and resourcefulness	Interview	Essential
10	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
11	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
12	Ability to provide emotional and practical support to service users	Application & Interview	Essential
13	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 behaviours	Application & Interview	Essential
14	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
15	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
16	Experience of providing care, support or other services to people with support needs	Application & Interview	Desirable

17	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
19	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
20	Warm, respectful and positive approach when working with service users	Interview	Essential
21	Willingness to work flexible hours according to needs of agency and service-users	Interview	Essential

TERMS AND CONDITIONS – SUPPORT WORKER
Grimsby Floating Support



Salary:	£12.85 per hour
Please Note: <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.</i>	

Hours of Work:

Full time hours are 37.5 hours per week. Hours to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

After two year 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.

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.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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:

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on 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:

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

Annual Rail Ticket:

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

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

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:

£100.00 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 organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation 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 business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Vaccination Policy:

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us unless you have a medical exemption. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.