



**Creative Support Ltd, Head Office**

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**Relief Support Worker**

**Reference: 93565**

**Blackburn with Darwen Social Inclusion Service and Floating Support Project**

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: 29 June 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](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 candidates are subjected to enhanced DBS checks**



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

### **Blackburn with Darwen Social Inclusion Service and Floating Support Project**

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

**Responsible to:** Team Leader

#### **The Role:**

To provide support to enable vulnerable people with mental health needs at risk of social exclusion to gain the skills and confidence necessary to maintain their tenancies, develop greater independent living skills, and find membership within their local community. The role involves working with people to enable them to make progress in improving and maintaining their health, independence and wellbeing and to recognise and build on their strengths, coping abilities, social networks and natural support systems.

As a Relief Support Worker for Social Inclusion and Recovery Service you will provide support to people living in independent tenancies, who have a primary mental health need, and who may have other health conditions and disabilities, including autism, and learning difficulties / disabilities and physical health needs. The focus of your work will be to promote their recovery, health, wellbeing, independence and social networks, empowering them to reach their life goals.

The post holder will work across the service supporting individuals in groups and on a 1-1 basis.

You will be a key worker for a number of individuals, empowering and supporting people to play an active role in their recovery, helping them to engage with further specialist services and opportunities, as appropriate, based on person centred goals that seek to provide positive outcomes for the individuals we support.

The post holder will also play an active role in developing and delivering groups including, walking groups, creative groups, social meet ups accessing a variety of leisure, personal interest and hobby activities, enabling people to find greater purpose, and experience more fun and joy in their life, resulting in improvements to people's health and wellbeing, and inclusion in their community.

In order to achieve these positive outcomes, we work in partnership with the people we support as well as a wide range of agencies and community groups. The role includes development work that involves liaising externally to drive the project forward and enable us to offer a wide variety of opportunities. As a not-for-profit agency, we are committed to using our assets and resources to create new opportunities for the people we support.

#### **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 in regards to sustaining their homes and / or 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 carers, keeping them informed, managing tensions with 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 and referring into services
14. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
15. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.
16. To promote the personal development of service users through developing support plans which outline goals and aspirations for the future.
17. To document and plan using Ecco, the organisations online client management system.
18. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
19. 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.

- 20.** 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.
- 21.** 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.
- 22.** To report any concerns regarding children or vulnerable adults with immediate effect to the Team Leader / Senior Support Worker or the Duty/On Call Manager and statutory safeguarding teams.
- 23.** 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.
- 24.** 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.
- 25.** To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.
- 26.** To take appropriate action in the event of emergencies, ensuring that the Team Leader and Duty/On Call Manager is informed promptly.
- 27.** To follow Health and Safety guidelines carefully and to alert the Team Leader immediately of any concerns in relation to Health and Safety issues.
- 28.** 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.
- 29.** To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
- 30.** 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.
- 31.** 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 – RELIEF SUPPORT WORKER**

Blackburn with Darwen Social Inclusion Service and Floating Support Project



	<b>SUPPORT WORKER QUALITIES</b>	<b>How Assessed</b>	<b>Essential / Desirable</b>
<b>Skills/Knowledge</b>			
<b>1</b>	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>2</b>	Good written communication skills, with an ability to contribute to a record keeping system	Application	Essential
<b>3</b>	Good interpersonal skills	Interview	Essential
<b>4</b>	Ability to work as part of a team	Interview	Essential
<b>5</b>	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
<b>6</b>	A common-sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
<b>7</b>	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
<b>8</b>	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	Application & Interview	Essential
<b>9</b>	Ability to liaise in a professional manner with other agencies	Interview	Essential
<b>10</b>	An understanding of the aims and principles of Creative Support	Interview	Essential
<b>11</b>	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
<b>Experience</b>			
<b>12</b>	Experience of providing support/other services to vulnerable adults with support needs	Application & Interview	Essential
<b>13</b>	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
<b>Personal</b>			
<b>14</b>	Willingness to work flexible hours according to needs of service users	Interview	Essential
<b>15</b>	Willingness to attend training courses and events	Interview	Essential
<b>16</b>	Willing to participate in regular supervision with line manager	Interview	Essential
<b>17</b>	To have a clean driving license and access to a car	Application	Essential

## TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

### Blackburn with Darwen Social Inclusion Service and Floating Support Project

<b>Salary:</b>	<b>£12.85 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>	

#### Hours of Work:

As required

#### Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises a set sleep-over payment is made for each shift.

#### 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.

#### DBS Checks:

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