

**Creative Support Ltd, Head Office**

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Residential Senior Support Worker**Reference: 95068****Delos (Creative Support) Wellingborough Residential 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: 03 October 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 candidates are subjected to enhanced DBS checks

INVESTORS IN PEOPLE®
We invest in people Gold



JOB DESCRIPTION – RESIDENTIAL SENIOR SUPPORT WORKER

Delos (Creative Support) Wellingborough Residential Service

Hours:

38 hours per week, to be worked flexibly to include evenings and weekends, according to the need of the service.

Responsible to:

Registered Manager/Team Leader and other senior colleagues

The Role:

- i) To assist the Registered Manager/Team Leader in the management of a high quality residential care service located in Wellingborough Northamptonshire. To ensure that the service provided is responsive to the needs and preferences of service users and their families. To ensure that all contract requirements and expectations are fully met.
- ii) To ensure that service users receive individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

1. Care and Support of Service Users

- 1.1 To ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self esteem, happiness and emotional health.
- 1.2 To ensure that staff 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.
- 1.3 To ensure that staff 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. To ensure that service users are offered access to sources of independent advocacy and advice.
- 1.4 To ensure that the service supports service users in developing socially valued lifestyles which include 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 and to sustain an active programme of involvement in such activities.
- 1.5 To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the planning of individual support, where this is in accordance with service user preferences.
- 1.6 To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

- 1.7 To coach staff in the use of appropriate strategies and interventions, as specified by the Person Centred Plan, to support people who express their frustrations and needs through challenging behaviour. To act as an appropriate role model with regard to issues around authority, personal conflict and responsibility.
- 1.8 To devise and implement detailed management guidelines, individual programmes and protocols for managing challenging behaviour.
- 1.9 To ensure that service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
- 1.10 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor.
- 1.11 To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 1.12 To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.13 To ensure that staff carry out and record all financial transactions involving service users within agency guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, purchases and avoidance of debt.
- 1.14 To promote anti-discriminatory practice and to ensure that the services are responsive to the specific needs of all service users receiving support.
- 1.15 To ensure that the specific needs of service users, who have additional problems, including physical health needs and disabilities, communication and mental health needs, are fully identified, assessed and fully responded to as appropriate.
- 1.16 To ensure that all service users have Individual Support Plans and person centred plans which are regularly reviewed and evaluated. To monitor the content, implementation and effectiveness of plans. To ensure that all service users have a key worker and co worker and to act as the nominated key worker as appropriate.
- 1.17 To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the project. To ensure that all service users are effectively linked into Care Management mechanisms as appropriate.

2. Staff Management

- 2.1 In conjunction with the registered manager and team leader to manage staff so as to ensure that the highest levels of performance and standards of work are achieved.

- 2.2 To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:
- Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
 - Ensuring that all planned service user activities take place and that all individual programmes are followed.
- 2.3 To support a clear vision for the provision of the service consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and objectives of Delos (Creative Support).
- 2.4 To co-ordinate and deploy staff resources as efficiently as possibly in relation to the needs of service users and the requirements of the service.
- 2.5 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.
- 2.6 To ensure that staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
- 2.7 To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities as appropriate.
- 2.8 To support the organisation of team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.
- 2.9 To promote and nurture good practice and to brief staff regarding wider policy and practice issues.
- 2.10 To participate in the recruitment and selection of staff, under the direction of the Registered Manager and Team Leader.

3. Project Management and Administration

- 3.1 As a member of the management team to contribute to the overall quality of the service and to ensure that it conforms with the required quality standards and expectations of the Care Quality Commission, Local Authorities, Delos(Creative Support) and other stakeholders.
- 3.2 To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained.

- 3.3 To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, service users and visitors. To promote a high standard of health and safety awareness. To assist in recording and investigating accidents and incidents within the service and to take appropriate follow-up action.
- 3.4 To encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. To promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Delos (Creative Support) and that timely and appropriate action is carried out.
- 3.5 To maintain effective administrative procedures and financial control systems in liaison with Registered Manager/Team Leader and the Finance Department. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Delos (Creative Support's) local finance policy and '*Client Financial Procedures*' and to monitor carefully all financial arrangements and transactions.
- 3.6 Under the guidance of the registered manager/Team Leader to help develop and participate in monitoring and evaluation procedures: To assist in any formal reviews of the service; to collect and collate relevant statistical information; to develop and participate in the evaluation of outcomes for clients and to ensure that any quality assurance measures are implemented.
- 3.7 To assist the Registered Manager in the management of the service budgets and to liaise with Creative Support's Service Director and the Residential Services Manager. To ensure that petty cash and basic book-keeping procedures are maintained to the required standards.
- 3.8 To ensure that the fabric of properties managed by Creative Supported are maintained to a high standard. To ensure that necessary repairs are reported and carried out promptly and that the service provides a homely and welcome living environment for service users.
- 3.9 To support customers to understand the terms and conditions of their licence agreement, taking into consideration service users needs.
- 3.10 To establish and maintain good working relationships with all professionals and services in the area. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.
- 3.11 To facilitate the involvement of service users, carers and representatives in the development and management of services. To promote Delos (Creative Support), its services and activities to service users, carer, other agencies and the general public.
- 3.12 To notify local agencies of any vacancies within the project, and to seek appropriate referrals so as to make the best use of the service. To assist senior managers to carry out full assessments of clients referred and contribute to discussions around referrals.

4. Other

- 4.1 To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.

- 4.2 To accept support, supervision and guidance from senior colleagues.
- 4.3 To carry out all work in a manner consistent with the aims of Delos (Creative Support) and the service principles adopted by Creative Support.
- 4.4 To comply with and to implement the Equal Opportunities Policy.
- 4.5 To maintain confidentiality at all times, in accordance with agreed policies and procedures.
- 4.6 To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
- 4.7 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 4.8 All employees should be aware that due to the nature of work Delos (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 or health related care needs.
- 4.9 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.
- 4.10 To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal 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 personal needs.
- 4.11 Any other duties as required.

PERSON SPECIFICATION – RESIDENTIAL SENIOR SUPPORT WORKER
Delos (Creative Support) Wellingborough Residential Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with learning disabilities	Interview	Essential
5	Good written communication	skills Application & Interview	Essential
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision	Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9	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
10	Understanding of the person centred aims and principles of Delos (Creative Support) and ability to put these into practice	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	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	Ability to support and supervise junior staff and provide on the job coaching	Interview	Essential
17	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
18	Ability to use a range of helpful communicative techniques (E.g. Makaton, PECS, TEACCH System, etc)	Application & Interview	Desirable
19	The ability to serve as a professional role model to colleagues	Interview	Essential
20	The ability to supervise junior staff and to deputise for the Team Leader/Registered Manager	Application & Interview	Essential
21	IT skills and ability to produce attractive documents	Interview	Desirable

22	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Application Pre-Emps & Interview	Essential
23	Experience of supporting people with learning disabilities	Application Form	Essential
24	Experience of supporting people with autistic spectrum disorders	Application Form	Desirable
25	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
26	Possession of NVQ or other relevant social care qualification	Application & Interview	Essential
27	Good standard of general education	Application Form	Desirable
28	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
29	Willingness to attend training courses and events	Interview	Essential
30	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS – RESIDENTIAL SENIOR SUPPORT WORKER

Delos (Creative Support) Wellingborough Residential Service

Employed by

Creative Support Limited

Pay Structure

Salary:	Up to £13.45 per hour
	Point One – £13.35 per hour
	Point Two – £13.45 per hour
Please Note: 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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.	

Hours of Work

Full time hours are 38 hours per week.

Waking Night Supplement

If you work a waking night shift you will receive your hourly rate of pay, plus £0.50ph for each waking night worked.

Smoking Environment

Successful applicants will be working in Service Users homes, some of whom smoke. Applicants must therefore make it clear where they would be willing to work with these Service Users, or if they will only work with non-smokers.

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.

Bonus

Employees will be awarded a one off bonus payment of **£100.00** (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Level 2 or 3 Health & Social Care Diploma

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

Disclosure Checks

All appointments will be subject to DBS enhanced disclosure, ISA and POCA checks.

Probationary Period

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

Holidays

20 days plus 8 statutory days pro rata

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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

Discretionary Benefits

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee Counselling Service

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge

Hospital Saturday Fund

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

Staff Benefits Scheme

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.