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Female Relief Support Worker

Reference: 94126

Waterloo Supported Living 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: 29 October 2026

Once you have submitted your application form, allow *10 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 an enhanced DBS check.

JOB DESCRIPTION – FEMALE SUPPORT WORKER

Waterloo Supported Living Service

Hours: Flexible to meet the needs of the service, including evenings and weekends

Responsible to: Relief Staff Manager

The Role:

To provide high quality person-centred support to individuals with mental health needs, learning disabilities and/or Autistic Spectrum Disorders. The role ensures the safety, wellbeing of each individual, promotes their independence and responds appropriately, provides appropriate support based upon each individuals identified needs, wishes and preferences.

Main responsibilities

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 each individual'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.

5. To respect and promote the rights and entitlements of people with mental health needs, learning disabilities and/or Autistic Spectrum Disorders 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

8. To support people who may demonstrate behaviours that challenges and behaviours of concerns by applying appropriate strategies and interventions as specified by the Person-Centred Plan.

9. 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.

10. 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.

11. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unnecessary risks.

12. To assist service users in the administration and monitoring of prescribed medication in accordance with Creative Support's Corporate Medication Policy.

13. 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.

14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager and the Team Leader are informed promptly.

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

16. To contribute to service records and individual service user documentation.

17. To carry out and record all financial transactions involving service users within Creative Support policy and procedures.

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

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

20. To comply with the Equal Opportunities Policy of Creative Support.

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

22. To identify own training needs in discussion with line manager and to attend training events and courses as required.

23. To adhere to all written policies, procedures and guidelines set out by Creative Support.

24. In accordance with the Health and Social Care Act 2012, to actively participate in the prevention and control of infection within the capacity of the role.

25. Ensure that vulnerable adults and children are safeguarded from harm and/or abuse. Comply with Creative Support and the local authority's safeguarding policies and procedures and report safeguarding concerns immediately to the Council, Service Manager, Area Manager, Service Director, and the Duty/On Call Manager.

26. Any other duties as required.

PERSON SPECIFICATION – FEMALE SUPPORT WORKER

Waterloo Supported Living Service

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Previous experience working with individuals with mental health needs, learning disabilities, and/or ASD.	Interview	Essential
2	Excellent verbal and written communication skills	Interview	Essential
3	Good level of IT skills and how to utilise IT systems	Interview	Essential
4	Ability to demonstrate good understanding of the needs of individuals with mental health needs, learning disabilities and/or ASD and are fully up-to-date with bets practice guidelines	Application & Interview	Essential
5	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
6	Understanding of safeguarding, person-centred support, and positive behaviour support principles	Interview	Essential
7	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
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Reliable, compassionate, and able to work independently with use of own initiative during night hours.	Interview	Essential
10	Committed to promoting equality, diversity, and inclusion.	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may demonstrate behaviours that challenges and behaviours of concerns with knowledge and skill of appropriate de-escalation and risk management protocols	Application & Interview	Essential
12	Ability to work in a calm, patient and positive manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Ability to follow instruction and to ensure the needs of each individual are met by following support plans and risk assessments	Interview	Essential
14	Willingness to work flexibly on a rota to meet the needs of the service, including evenings and weekends	Interview	Essential
15	Possession of NVQ or other relevant social care qualification	Application	Desirable
16	Willingness to work flexible hours according to needs of service and service users and to attend training courses and events	Application & Interview	Essential
17	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
18	To have a clean driving licence and access to a car	Application	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Waterloo Supported Living Service

Pay Structure:

Salary:	**£12.85 per hour**
Please Note: *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.*	

National Minimum Wage (£12.71 per hour) will be paid when completing training

Hours of Work:

As required.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure 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.

Holidays:

You will not be entitled to paid holidays unless you work 13 consecutive weeks.

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.