Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Female Senior Support Worker

Reference: 96116

Hockley, Birmingham

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: 18 November 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 subject to enhanced DBS checks

JOB DESCRIPTION – FEMALE SENIOR SUPPORT WORKER

Hockley Birmingham

Hours: 37.5 hours per week - to be worked according to a rota, and to include evenings, weekends, public holidays and sleep-in shifts according to the needs of the service. You may be required to cover local on-call.

Accountable To: Registered Service Manager and other senior colleagues

The Service:

We support individuals with a learning disability and/or mental health who live in their own home to live as independently and as safely as possible.

The Role:

Our service provides pesonalised support to people with learning disabilities, autistic spectrum disorders and other complex needs who are living in supported living accommodation in the Birmingham area. To provide outcome focused support which enables service users to lead fulfilling and valued lives, maintain their tenancies, participate in their local community, develop independent living skills and achieve their personal goals and desired outcomes.

You will work as part of the senior team across the site to ensure well-coordinated service provision. To lead, coordinate and supervise a team of support workers in one of the properties to achieve the highest standards of practice, customer care and positive outcomes. In addition, you will be expected to carry out direct support with service users, work professionally alongside the multi-disciplinary team and work closely in liaison with families and carers. Your role will involve:

- Assisting the Service Manager in the operational management of high quality supported living services. Ensure that the services are responsive to the needs and preferences of service users and their families. Ensure that all contract requirements and expectations are fully met.
- Ensure that service users receive person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and develop their abilities as fully as possible. Provide respectful personal care, emotional and practical support
- Support and supervise staff and deploy staff resources effectively to meet the needs of the service. Liaise effectively with involved professionals to provide a consistent and coordinated service.

1. Management Duties

1.1 To promote the service to referring agencies and to pro-actively invite, receive and respond to new referrals when there is a void place.

1.2 To undertake an assessment of prospective service user needs/risks and preferences and in conjunction with the Birmingham Service Manager to determine whether a service can be offered which meets identified needs. To allocate new referrals to the service and to staff caseloads according to service capacity and service user needs/preferences. Where it is not possible to offer a safe or appropriate service to give feedback and to signpost the referral to other agencies.

1.3 To welcome and introduce new service users to the service and to their allocated workers. To ensure an effective transition for service users who may be moving on from other services or other accommodation/ family home.

1.4 To ensure that an outcome focused integrated support plan is devised in response to identified needs/preferences, risks and goals of individuals and that an agreed programme of support is put in place. This will include defined hours and times of support. To ensure that support plans are consistent with statutory care plans and commissioned hours.

1.5 To ensure there is an up to date risk assessment and management plan which is reviewed no less than 6 monthly. The risk assessment will include environmental risks and risks to lone workers, as well as risks relating to the needs of service users.

1.6 To ensure that service users receive a consistent, reliable and personalised service by deploying staff to meet their needs and preferences in accordance with agreed support plans and activity programmes. To ensure that commissioned support hours are provided reliably in accordance with the statutory care plan. To organise rotas as efficiently and effectively as possible and to arrange cover for absences and additional requirements as needed. To ensure that rotas take account of gender specific preferences and specific requirements (such as the availability of car drivers to drive service user vehicles).

1.7 To develop and manage the performance of all staff for whom the post holder is responsible by providing formal supervision, coaching, direct observation of practice and periodic appraisals. To ensure that staff training needs are identified and met and all training undertaken is recorded within supervision files and the training matrix. To contribute to the recruitment and selection of staff in conjunction with the Service Manager.

1.8 To ensure all service users have a designated key worker with identified responsibilities for implementing and reviewing their support plan, working effectively with their housing provider/other agencies and documenting outcomes.

1.9 To ensure that person centred reviews are carried out at 6 monthly intervals and that these are organised in such a way as to maximise the participation of the service user and other members of their circle of support. To utilise the review process to plan the reduction of support as service users become more confident, independent and build up informal support networks and community links.

1.10 To ensure high standards of health and safety by ensuring that staff comply with all safety policies and requirements. To ensure the physical environment is maintained in a safe, clean and tidy manner. To ensure safe lone working protocols and to be aware of staff whereabouts at all times.

1.11 To communicate effectively with staff, service users, their families and stakeholders and to promote the positive reputation and activities of Creative Support.

1.12 To organise regular team meetings at monthly or more frequent intervals and to ensure that staff are well briefed regarding all matters relating to policy, practice and requirements. To encourage full attendance and participation of all staff in these meetings, including part time and relief staff, volunteers and students on placement.

1.13 To ensure that all staff practice in a safe, competent and person centred manner and follow all guidelines for the provision of personal support, management of medication and health conditions, support with mobility, everyday household tasks, personal finances, community activities and the provision of transport.

1.14 To report and manage accidents, incidents and emergencies, following Creative Support and agreed multi-agency reporting guidelines and requirements.

1.15 To provide excellent internal and external customer care. To respond professionally to all enquiries and to efficiently reply to emails and written requests for information. To ensure that service users are aware of the Complaints Policy and are supported to make complaints and suggestions. To acknowledge, record and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families, staff and stakeholders. To ensure that service users have access to independent sources of advice, advocacy and representation as required.

1.16 To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers and students on placement comply with Creative Support and Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Registered Manager, Duty/On Call Manager and relevant authorities in line with policy.

1.17 To carry out all recording and administrative duties relating to the management and quality monitoring of the service and to comply with all requests for reports and information from your line manager. To ensure that the service provided meets the service specification, Creative Support's quality expectations and CQC standards.

1.18 To comply with and to implement the Equal Opportunities Policy of Creative Support. To promote take up of the service by people from BME groups and to ensure that the service provided is sensitive to cultural and religious needs. To promote cultural sensitivity and anti-discriminatory practice. To ensure that service users with additional physical/sensory disabilities receive a service which is tailored to their individual needs.

1.19 To ensure that all staff carry out and record all financial transactions (including petty cash, expenses and service user finances) within agency guidelines and ensure regular quality checks are conducted in relation to these and relevant training given.

1.20 To maintain and collate data relating to referrals, hours of service delivery, caseloads, service utilisation and achievement of outcomes. To provide reports for internal and external use as well as weekly returns.

1.21 To participate in a local project duty manager rota and out of hours on call rota as required.

1.22 To ensure that staff receive support, appraisal and supervision. To take appropriate supportive / corrective action to ensure that performance difficulties are addressed efficiently.

1.23 To ensure that the service user's accommodation is maintained to the highest standards. To ensure that the necessary repairs and maintenance are reported promptly and that all housing services are efficiently and effectively carried out.

1.24 To ensure staff understand mental capacity and the need for best interest decisions in relation to supporting and advising service users.

1.25 To reinforce the terms of the tenancy agreement, taking into consideration tenants needs and working closely with the multi disciplinary teams.

1.26 To carry out any other duties delegated by the Service Manager.

2. Direct Support of Service Users

2.1 To develop and sustain warm, trusting and respectful relationships with service users.

2.2 To promote the self-esteem, happiness and welfare of service users.

2.3 To offer unconditional positive regard to service users, to respect the right to privacy and confidentiality and to ensure that dignity is maintained at all times.

2.4 To encourage and support service users to express 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. To enable people to contribute actively to decisions regarding their own care, support and activities through communication methods which are tailored to individual needs.

2.5 To respect and promote the rights and entitlements of people with learning disabilities and to enable them to engage as fully as possible in their communities and to maintain community connections.

2.6 To enable service users to achieve their goals by working alongside them to develop and implement these within their person centred plans. To respond to changing needs and preferences and to promote confidence, independence and coping abilities. To encourage the use of informal and peer support and reduce the need for direct support.

2.7 To support service users in maintaining the safety, security, cleanliness and comfort of their homes. 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, including paying rent, council tax & utility bills, reporting repairs and maintaining their accommodation to a good standard. To support service users who have rent arrears to repay these according to agreed schedules. To support service users to maintain good relationships with neighbours. To ensure excellent communication and joint working with housing providers and agencies.

2.8 To support service users to obtain aids and adaptations to their homes in order to meet their mobility and other needs and to access emergency community alarm services when required. To ensure that service users with mobility and manual handling needs have an up

to date manual handling assessment and that staff follow any specific guidelines for safe manual handling or mobility support which may arise from these assessments.

2.9 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
- Maintaining tenancies & being a good neighbour
- Daily living skills
- Managing money/financial inclusion
- Using community resources and facilities
- Social and leisure activities
- Education, training and work opportunities
- Managing health and wellbeing
- Self organisation and coping abilities
- Personal safety

2.10 To support service users to claim their full benefit entitlement, budget and manage their personal finances as independently as possible to support their chosen lifestyle. To promote financial inclusion by supporting service users to open bank accounts, pay bills, avoid/reduce debts and save for future goals. To promote employment by providing advice on work related benefits as and when appropriate.

2.11 To support people to enjoy a wide range of activities and opportunities within the community in accordance with their needs and preferences. To support service users in developing a socially valued lifestyle which includes a varied range of appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, educational training, volunteering and paid work opportunities. To refer service users to appropriate agencies for employment advice, vocational training and supported employment programmes and to support service users to maintain work obligations.

2.12 To ensure that service users receive all necessary advice and support to ensure their physical and mental health and general well being. To support service users to self manage long term conditions (such as epilepsy, diabetes, respiratory/cardiovascular conditions). To encourage attendance of health appointments and take up of regular optical, dental and health checks appropriate to age, gender and individual needs. To promote nutrition, relaxation, exercise and a healthy lifestyle and compliance with medication and treatment programmes. To observe and monitor the service users' emotional and physical well being and to inform the Service Manager, families and other agencies of any concerns or significant changes in their needs, behaviour and circumstances. To develop Health Action Plans for service users with complex health needs. To promote the right to access high quality primary and specialist health care services and maintain health action plans.

2.13 To offer positive behaviour support to individuals who express their frustrations and needs through behaviours which challenge by using appropriate strategies, management protocols and guidelines agreed with the multi-disciplinary team. To coach and support staff in the use of these approaches.

2.14 To work closely with the families of service users and other professionals involved in their care and support to provide coordinated services to meet the needs of the individuals. To encourage and support connections with families and friends. To positively and respectfully communicate with families and other professionals at all times.

2.15 To contribute to person centred and tenancy reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

2.16 To follow the guidance and risk management strategies outlined in the individual's risk management plan. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring they are able to make choices, enjoy new experiences and live a full life. This will include advising and supporting service users who are victims of harassment or anti-social behaviour.

2.17 To maintain service user records and individual case files. To document and account for all work undertaken with service users and other agencies in accordance with required recording standards.

3. Other

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

3.2 To provide regular verbal and written reports to colleagues.

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

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

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

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

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

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

3.9 All employees should be aware that due to the nature of work 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 care needs.

3.10 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.

3.11 Any other duties as required.

PERSON SPECIFICATION – FEMALE SENIOR SUPPORT WORKER
Hockley, Birmingham

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	At least two years experience in supporting people within a learning disability / autism setting	Application	Essential
2.	NVQ 3/4 or equivalent or higher professional qualification	Application	Essential
3.	Degree or equivalent qualification	Application	Desirable
4.	Good written/ verbal communication skills and good IT skills	Interview	Essential
5.	A warm, respectful and supportive approach to service users, families and colleagues	Application & Interview	Essential
6.	Experience of coordinating rotas and deploying staff to meet the needs and preferences of service users	Interview	Essential
7.	Ability to provide warm and person centred support to individuals with housing related support needs, to effectively manage a caseload and to carry out the key worker role	Application & Interview	Essential
8.	Good organisational skills and the ability to prioritise and manage a busy workload (which will include direct support, supervision and management of staff and joint work with partner agencies)	Interview	Essential
9.	Ability to lead, manage and supervise staff assertively to ensure effective team working, high standards of practice and positive outcomes for service users	Interview	Essential
10.	Personal resilience and ability to manage a challenging workload and competing priorities	Interview	Essential
11.	Ability to collate data relating to service delivery and outcomes and to produce well written internal and external reports	Application & Interview	Essential
12.	Ability to liaise professionally with a range of agencies and to gain the confidence and respect of other professionals	Application Interview & References	Essential
13.	An understanding of welfare benefits and entitlements, housing rights and tenancy issues	Interview	Desirable
14.	Applicants must enjoy good health and be able to reliably carry out the responsibilities of the post	Application & Interview	Essential
15.	Willingness to work flexible hours according to the needs of the project. This will include evening and weekend working as required.	Interview	Essential
16.	To have a clean driving licence and access to a car	Application	Desirable

TERMS AND CONDITIONS – FEMALE SENIOR SUPPORT WORKER

Hockley, Birmingham

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:

One full time (37.5 hours) position. Hours are to be worked flexibly to include evenings and weekends, according to the needs of the service.

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.

Disclosure Checks:

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

Holidays:

25 days per annum plus eight statutory days pro rata.

On Call Duties

You will be required to take part in the local out of hours on call service for which an additional payment will be made.

Probationary Period:

The first four months will constitute a probationary period. 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.

Training Assessor/Practice Teacher:

All senior staff are expected to train as Assessors and/or practice teachers and to contribute to the training and development of junior staff and students.

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 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.
- Twenty Four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week.

Part time employees who work less than 18 hours per week will be eligible for a maximum of two weeks pro rata hours worked Company Sick Pay benefits per annum after 12 months service.

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.

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.

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. There are some exemptions to this cover so please ask for further details on commencing employment.

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

Hospital Saturday Fund:
All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are 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.

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.