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Female Support Worker

Reference: 94111

Amersham Road, Middlesbrough 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: 23 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

Please note that all employees are required to complete an enhanced DBS check.

'Gender is considered to be an occupational requirement – Equality Act 2010'

JOB DESCRIPTION – FEMALE SUPPORT WORKER

Middlesbrough Supported Living Service – Learning Disabilities and Mental Health needs

Hours: Full time (37.5 hours) or part time (minimum 15 hours per week) to be worked flexibly according to the needs of the service to include daytimes, evenings, weekends, bank holidays and sleep in's.

Responsible to:

To provide individualised person centred support to service users with learning disabilities and mental health needs to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Main Duties:

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 the client'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 learning disabilities and mental health needs, and to enable them to participate as fully as possible in their communities.

6. To support service users in maintaining the safety, security and comfort of their homes.

7. 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.

8. 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.

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
    - Daily living skills
    - Using community resources and facilities
    - Social, leisure and work activities
    - Self organisation and coping abilities

- Personal safety

To achieve this through the provision of practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

10. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by the Person Centred Plan.

11. To work within agreed management protocols and guidelines for individuals with complex needs.

12. To ensure that service users receive the necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

13. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.

14. 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.

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

16. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

17. 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.

18. To take appropriate action in the event of unforeseen emergencies, ensuring that the Scheme Senior Support Worker and Project Manager are informed promptly.

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

20. To contribute to project records and individual case files.

21. To carry out and record all financial transactions involving service users within agency guidelines.

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

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

Other:

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

25. To provide regular verbal and written reports to colleagues.

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

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

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

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

30. To undertake specific specialised training identified to enhance on team expertise, of working with people with learning disabilities and mental health needs.

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

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

33. To take on the role of shift co-ordinator when required.

34. 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.

35. In accordance with the Health and Social Care Act 2014, to actively participate in the prevention and control of infection within the capacity of the role.

36. 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.

37. To work flexibly and responsively to meet the changing needs of the service.

38. Any other duties as required.

PERSON SPECIFICATION – FEMALE SUPPORT WORKER

Middlesbrough Supported Living Service – Learning Disabilities and Mental Health needs

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities and mental health needs	Interview	Essential
2	Good verbal communication skills and ability to adapt listening skills 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 basic insight and understanding into the needs of people with learning disabilities and mental health needs.	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 users' own home	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 Creative Support and ability to put these into practice	Application & 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	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
17	Experience of providing care, support or other services to people with support needs	Application & Interview	Desirable
18	Experience of supporting people with learning disabilities and mental	Application	Desirable

	health needs.	Form	
19	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
20	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
21	Warm, respectful and positive approach when working with service users	Interview	Essential
22	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
23	Willingness to attend training courses and events	Interview	Essential
24	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS – FEMALE SUPPORT WORKER

Middlesbrough Supported Living Service – Learning Disabilities and Mental Health needs

Salary:	**£12.85 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.*	

Above rate effective from 01 January 2026.

Hours of Work:

Full time (37.5 hours) or part time (minimum 15 hours per week) to be worked flexibly according to the needs of the service to include daytimes, evenings, weekends, bank holidays and sleep in's.

Holidays:

20 days plus 8 statutory days pro rata.

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.

Development Pathway

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan

Birthday Holiday Bonus:

All employees are 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. 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 pays SSP for the first three working 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.
- Twenty four 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 was of donating a regular basis to any of the registered charities either large or small.

WeCare 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 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.

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.