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Relief Support Worker - Driver

Reference: 94123

Bidford-on-Avon Learning Disability 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: 27 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 employees are subject to enhanced DBS checks

JOB DESCRIPTION – RELIEF SUPPORT WORKER

Warwickshire Learning Disability Service – Bidford-on-Avon

Accountable To: Supported Living Service Manager

The Role:

We are looking for warm, positive and enthusiastic individuals to provide person centred support to people with learning disabilities, some of whom will have additional complex physical needs living in their own homes in Bidford-on-Avon. You will work to make a different and promote independence whilst enabling tenants to enjoy a fulfilling and valued life. You will encourage service users to participate in and contribute to their local community and to develop their abilities as fully as possible.

Main Duties:

1. To develop and sustain warm and trusting relationships with service users and their families.

2. To promote the self-esteem, happiness and emotional health of service users.

3. To respect the person'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 to enable them to participate as fully as possible in their communities.

6. To develop person centred plans and support plans with service users which identify the ways in which they prefer to be supported and their chosen activities and goals. To respond flexibly to the changing needs and choices of individuals.

7. To provide respectful personal care whilst enabling service users to maintain their dignity.

8. 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

9. To support people who express their needs through challenging behaviour by using appropriate strategies as specified by the Person Centred Plan.

10. To ensure that the communication needs of service users are met creatively in accordance with their preferences and needs.

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

12. 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.

13. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

14. To enable people with physical and sensory disabilities to enjoy a full lifestyle with access to the activities of their choice.

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

16. 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.

17. To safeguard service users from harm and to work within the safeguarding adults policies of Creative Support and Warwickshire County Council.

18. To take appropriate action in the event of unforeseen emergencies, ensuring that the Area Manager and the Supported Living Service Manager are informed promptly.

19. To follow Health and Safety guidelines carefully and to alert Managers 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' person centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings. To empower the individual supported to prepare for and contribute actively to their reviews.

Other:

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

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

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

27. To carry out all work in a manner consistent with the service principles of 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 identify training needs in discussion with Line Manager and to attend training events and courses as required.

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

32. To take on the role of shift co-ordinator when required and to deputise for the Team Manager.

33. 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.

34. 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.

35. 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.

36. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER
Warwickshire Learning Disability Service – Bidford-on-Avon

	QUALITIES REQUIRED	How Assessed	Essential/ 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 and physical/sensory 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 in service users homes	Interview	Essential
8	Ability to demonstrate initiative, motivation and a resourceful, well organised approach	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	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	Application & Interview	Essential
17	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities and physical/sensory disabilities	Application & Interview	Essential
18	Ability to use a range of helpful communication techniques	Application & Interview	Desirable
19	The ability to supervise staff and to deputise for the Team Manager	Application & Interview	Essential

	QUALITIES REQUIRED CONTINUED	How Assessed	Essential/ Desirable
20	Experience of supporting people with learning disabilities	Application Form	Essential
21	Experience of supporting people with physical/sensory disabilities	Application Form	Desirable
22	Life experience and confidence in relating to people from a variety of backgrounds	Application & Interview	Essential
23	Possession of NVQ2/3 or other relevant social care qualification	Application Form	Essential
24	Good standard of general education	Application Form	Essential
25	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
26	Willingness to attend training courses and events	Interview	Essential
27	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
28	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 & Exercise	Essential
29	Willingness to work sleep-ins, evenings and weekends as required	Application & Interview	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Warwickshire Supported Living Learning Disability Service – Bidford-on-Avon

Pay Structure:

£12.85 per hour plus rolled up holiday pay

Please note: You will be paid weekly for the shifts done the previous week.
National Minimum Wage (£12.71 per hour) will be paid when completing training

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.

Hours of Work:

Relief – zero-hours contract. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

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.

Holidays:

Accrued monthly.

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.

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.