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Waking Night Support Worker

Reference: 95180

3 The Glade, Bedford Learning Disabilities 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: 17 November 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.

WAKING NIGHT SUPPORT WORKER

3 The Glade, Bedford Learning Disabilities Service

Hours: 30 hours per week, to be worked Sunday, Monday, and Tuesday nights. This role will require overnight stays where you are required to be alert and awake overnight.

Responsible to: Project Manager / Service Manager

The Role:

We are currently looking for a motivated Waking Night Support Worker to join our dedicated team in Bromham. You will work alongside people with learning and physical disabilities, helping them reach their life goals and embrace their local community with confidence and joy. You will be responsible for providing respectful personal care, and practical and emotional support to these individuals, whilst helping to ensure service users are able to promote their independence and development of daily living skills.

Main Duties:

1. To develop and sustain warm and trusting relationships with the people we support and their families.

2. To promote the self-esteem, happiness and emotional health of the people we support.

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 the people we support in expressing their needs, views and concerns. To enable the people we support 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 complex physical needs, to enable them to participate as fully as possible in their communities.

6. To develop person centred plans and support plans with the people we support 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 enable the people we support 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 ensure that the communication needs of the people we support are met creatively in accordance with their preferences and needs, and work within Creative Support's confidentiality policy.

9. To ensure that the people we support 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; and to inform other professionals where there may be any changes to wellbeing.

10. To support the people we support 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 person. To enable people to access social, leisure, work and educational opportunities, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

11. To assist the people we support in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

12. To safeguard the people we support from harm and to work within the safeguarding adults policies of Creative Support and Stockton-On-Tees Council.

13. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager, the Service Manager And On-Call are informed promptly.

14. To follow Health and Safety guidelines carefully and to alert Managers immediately of any concerns in relation to Health and Safety issues.

15. To contribute to project records, individual case files and to record all financial transactions involving the people we support within agency guidelines.

16. To contribute to the people we support' 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:

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

18. To accept support, supervision and guidance from senior colleagues, and attend training where required.

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

20. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support the people we support with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

21. 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.

22. 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 using hoists and other appropriate equipment to meet personal needs.

23. Any other duties as required.

PERSON SPECIFICATION - WAKING NIGHT SUPPORT WORKER

3 The Glade, Bedford Learning Disabilities Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities and complex needs	Interview	Essential
2.	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3.	Ability to engage with the people we support 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 complex 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 the people we support' own homes	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 the people we support	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 the people we support	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.	Experience of providing care, support or other services to people with support needs	Application & Interview	Desirable
17.	Experience of supporting people with learning disabilities and complex needs	Application Form	Desirable
18.	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
19.	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
20.	Warm, respectful and positive approach when working with the people we support	Interview	Essential
21.	Willingness to work flexible hours according to needs of agency and the people we support, including sleep in shifts	Interview	Essential

TERMS AND CONDITIONS – WAKING NIGHT SUPPORT WORKER

3 The Glade, Bedford Learning Disabilities Service

Salary:

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.*	

Hours of Work:

30 hours per week, to be worked Sunday, Monday, and Tuesday nights. This role will require overnight stays where you are required to be alert and awake overnight.

Holidays

20 days plus 8 statutory days pro rata.

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.

Sleep-ins:

Where there is a requirement for staff to sleep-over on the premises a set sleep-over payment is made for each shift

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.

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.

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, permanent employment will be confirmed.

Pension

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

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.

Life Assurance

You will become a member of our non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times your 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 the life assurance scheme at any time on reasonable notice to you.

Paternity and Maternity Leave

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

- Enhanced paternity leave
- Enhanced maternity leave

Discretionary Benefits

Creative Support offers additional discretionary benefits.

- Paid 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.

Payroll Giving

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

WeCare Awards
We recognise our dedicated staff across the organisation with standard, silver and gold awards which are given every 2 months.

Your Rewards
Employee benefits and discount vouchers available through the Your Rewards website.

Retirement Awards
£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years' continuous service.

Long Service Awards
Long service awards are offered after periods of 10, 15 and 20 years' service. These are currently £100, £150 and £200 respectively.

Refer a Friend Scheme
Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers four weeks after their friend starts employment with us.

Welcome Back Grant
We offer £200 worth of vouchers for employees who return to the organisation, subject to a gap of 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 are provided will be dependent 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.