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Relief Support Worker

Reference: 93991

Oxfordshire Learning Disability & Mental Health Services

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: 24th November 2026

Once you have submitted your application form allow *14 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

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Oxfordshire Learning Disabilities & Mental Health Services

Hours: **Zero hours, Relief basis**

The Role:

To provide holistic person-centred support to individuals who have a primary diagnosis of a Learning Disability and additional mental health needs living in supported housing. Provide personalised care and support including practical and emotional stability. Identify and access opportunities for social inclusion whilst collaborating with service users, families, and other professionals involved to provide a consistent and coordinated service that meets the needs of all individuals.

Main Duties:

1. To support service users, their families/carers and other professionals on a daily basis ensuring a professional, positive and welcoming atmosphere at all times.

2. To develop warm and trusting relationships with service users and to encourage them to communicate their needs, preferences and concerns. To promote self-esteem and confidence through the use of positive feedback and encouragement.

3. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

4. To promote the happiness, welfare and general well being of service users through a warm, sensitive and person centred approach.

5. To offer support and reassurance to service users who may be anxious, distressed or disorientated. To encourage orientation in time and place. To support service users to communicate their needs through verbal and non verbal communication.

6. To support service users to access a wide range of interesting and stimulating activities, both within their own home and out in the community which incorporates their preferences and interests. To ensure that activities are enjoyable and inclusive, enabling people with a range of needs and abilities to take part.

7. To provide sensitive and respectful support for service users in respect of their personal needs.

8. To liaise with the families of service users and keep them informed of the progress of service users. To report any concerns from families regarding service users to the senior member of staff on duty.

9. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

10. To promote the health and wellbeing of service users through exercise, relaxation and diet.

11. To monitor the wellbeing and general mental and physical health of service users and to report any concerns regarding the health and welfare of service users to the senior member of staff on duty.

12. To assist service users in the medication administration and monitoring of prescribed medication in accordance with the service's medication policy.

13. To take appropriate action in the event of accidents, incidents and emergencies, ensuring that the senior member of staff is informed without delay.

14. To follow health and safety guidelines carefully and to alert the senior member of staff on duty immediately of any concerns in relation to health and safety issues.

15. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

16. To ensure that all financial transactions relating to the centre or service users are promptly and accurately recorded within the agreed guidelines.

17. 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.

Other:

1. To accept regular support and supervision from your Line Manager.

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

3. To comply with Creative Support's Equal Opportunities Policy.

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

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

6. To observe any written policies, procedures and guidelines for good practice

7. Any other duties as required.

8. 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.

9. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans.

10. Any other duties required

PERSONS SPECIFICATION – RELIEF SUPPORT WORKER

Oxfordshire Learning Disabilities & Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people supported and other stakeholders	Interview	Essential
2.	Ability to engage with service users to develop and sustain warm and trusting relationships	Interview	Essential
3.	Ability to demonstrate basic insight and understanding into the needs of people who are; diagnosed with a Learning Disability and additional Mental Health needs.	Interview	Essential
4.	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals	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 and to demonstrate self-motivation and initiative	Interview	Essential
7.	Ability to work safely and responsibly without direct supervision in service user's own home	Interview	Essential
8.	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
9.	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
10.	Ability to maintain professional boundaries, to liaise in a professional manner with other agencies and to work in a positive and respectful way with the families and friends of service users	Interview	Essential
11.	Ability to demonstrate respect for difference and diversity.	Application & Interview	Essential
12.	Ability to provide emotional and practical support with all aspects of everyday lives.	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 behaviour	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.	Possession of relevant social care qualification (eg NVQ & Health and Social Care Diplomas)	Application	Desirable
16.	Possession of a qualification on Food Hygiene and Infection Control	Application	Desirable
17.	Experience of providing care or support to people living with a diagnosis of a learning disability and additional mental health needs	Application & Interview	Essential
18.	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
19.	Ability to provide respectful personal care and assistance with mobility needs	Interview	Essential

20	Willingness and ability to work flexibly to meet the needs of the individuals and the service	Interview	Essential
21	Willingness to attend training courses and events	Interview	Essential
22	Support service users with physical health needs; this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required.	Interview	Essential
23	Excellent written and verbal communication skills and the ability to listen sensitively to others	Interview	Essential
24	Willingness to accept feedback and guidance to reflect on practice and to be accountable to service users, colleagues and managers	Interview	Essential
25	A clean driving licence and willingness to drive service users cars	Application Form	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Oxfordshire Learning Disabilities & Mental Health Services

Accountable To:

Relief Staff Team Leader

Pay Structure:

Salary:	**£13.45 per hour** *(plus rolled up holiday pay)*
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

Probationary Period:

The first four months will constitute a probationary period.

Holidays:

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

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.