Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Support Worker

Reference: 93992

Hope House – 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 *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 candidates are subjected to enhanced DBS checks

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

Hours: **Full time** (Flexible: shift work to include evenings, sleep-ins, weekends and public holidays according to the needs of the service).

Responsible to: Senior Support Worker

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. 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. This will include adhering to the company's policies and procedures relating to COVID-19.

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

11. Any other duties required.

PERSONS SPECIFICATION – SUPPORT WORKER

Oxfordshire Learning Disabilities & Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential or 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 – SUPPORT WORKER

Oxfordshire Learning Disabilities & Mental Health Services

Salary:	**£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.*	

Hours of Work:

Full time (37.5) hours. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

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.

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.

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.

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 twenty four 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

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.

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 Staff 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.