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Senior Support Worker

Reference: 94181

St. Helens 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: 18 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

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

JOB DESCRIPTION – SENIOR SUPPORT WORKER
St. Helens Learning Disabilities Service

Hours: Full time (37.5 hours per week). To be worked flexibly according to the needs of the service.

Responsible to: Support Coordinator and Registered Manager.

The Role:
You will be supporting the Project Manager in the operational management of a high-quality support service for people with learning disabilities. You will also be providing individualised person-centred support to our residents and aid them to enjoy an excellent quality of life in at our Supported Living Service in St. Helens, Merseyside.

You will have the opportunity provide effective support for residents in transitions, working collaboratively with the service user, their family and wider support network, ensuring that their needs and preferences are paramount. Many of the residents will be young adults and this may be their first experience of living in their own home, with your support and mentoring they will be able to establish a full and positive lifestyle.

The service will offer an empowering model of support which enables people to lead fulfilling and valued lives, maintain their tenancies, participate in their local community, develop independent living skills and achieve their personal goals and desired outcomes. As well as providing direct care and support, you will have the opportunity to act as a Key Worker supporting people to achieve their dreams and goals.

1. Care and Support :

1.1 To develop and sustain warm and trusting relationships with residents.

1.2 To promote the self-esteem, happiness and emotional health of residents.
1.3 To respect the person's right to privacy and ensure that their dignity is maintained at all times.

1.4 To encourage and support residents in expressing needs, views and concerns. To enable residents to make choices and decisions and to participate in planning and decision-making processes.
1.5 To support residents to express their personal identity, including gender and sexuality.

1.6 To respect and promote the human rights and entitlements of people with complex needs and enable them to participate in their communities as active citizens, enjoying the same rights as others. To support residents to access independent advice and advocacy when needed and to signpost/refer to external agencies as required.

1.7 To be responsive to the individual needs of residents within the framework of their Integrated Support Plans to respond flexibly to changing needs.

1.8 To enable and empower residents to gain independence, confidence and competence in following areas:

- Personal care and hygiene
- Improving and maintaining health and wellbeing
- Daily living skills
- Budgeting and paying bills
- Social skills/relationships
- Using community resources and facilities
- Social, leisure and work activities
- Finding and sustaining voluntary or paid employment
- Self-organisation and coping abilities
- Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback. To build on individual strengths, interests and assets. Where residents are unable to carry out tasks for themselves (such as housework, shopping, cooking, laundry, etc) to carry these out on their behalf with regard for their preferences. To promote the service user's active involvement and capacity for self-management when undertaking any tasks and to always seek to develop their skills and confidence and their enjoyment of everyday activities.

1.9 To ensure that residents attend all health appointments and receive advice, care and regular health checks to ensure their physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.

1.10 To communicate with residents in their preferred manner and to follow communication passports and guidelines.

1.11 To support residents in developing a socially valued life, which includes culturally and age-appropriate experiences, building on their strengths, interests and aspirations. To enable people to access social, leisure, education, training and employment opportunities.

1.12 To support residents to build and maintain their relationships with family and friends and to develop their informal support network.

1.13 To communicate with residents in their preferred manner and to follow communication passports and guidelines.

1.14 To provide a culturally sensitive and appropriate service to residents from diverse backgrounds and to support people to observe their chosen faith and maintain cultural connections.

1.15 To assist and support residents in the ordering, administration and monitoring of prescribed medication following Creative Support's Medication Policy and local guidelines.

1.16 To support residents to enjoy a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene and to support residents to store and prepare food safely.

1.17 To enable residents to maintain their homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain their independence.

1.18 To support residents to maintain a positive and purposeful routine and lifestyle which enables their personal development.

1.19 To ensure that the assessed needs of people with physical and sensory disabilities are met and to provide safe and appropriate personal care and support to meet health needs. This may involve undertaking delegated health care tasks in accordance with agreed plans and guidelines.

1.20 To support residents to travel with confidence on public transport

1.21 To act as the nominated key worker for a number of residents. To carry out this role diligently and proactively.

1.22 To plan and contribute to residents Person Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To enable the service user's views and wishes to be at the heart of decision making.

1.23 To devise activity plans to meet the identified needs and preferences of residents and to organise and to undertake activities in accordance with agreed activity plans, risk management guidelines, positive behavioural support guidelines and financial protocols. To ensure the safety of residents when undertaking activities inside the home and in the community and to promote their enjoyment and personal development whilst participating in activities.

1.24 To support residents to plan short breaks and holidays and to accompany them on outings and holidays at their request, where support is required.

1.25 To observe and monitor residents emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.26 To ensure that the safety and welfare of residents' is paramount and to report any poor practice to your manager, whether relating to colleagues, external agencies or others.

1.27 To ensure that all incidents, accidents and safeguarding concerns are reported in a timely manner, in accordance with agency and Local Authority requirements. To ensure that any agreed follow up actions or protection measures are implemented.

1.28 To follow health and safety guidelines and alert your manager to any health and safety concerns.

1.29 To carry out daily and weekly health and safety checks within agreed timescales and to report any safety concerns.

1.30 To contribute to project records and individual case files.

1.31 To conduct and record financial transactions involving residents within agency guidelines.

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

1.33 To contribute to the induction of new staff, students and agency support staff following the local induction procedure.

1.34 To take part in and contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.

1.35 To communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.

1.36 To respond positively and quickly to complaints or feedback from residents, their families, or others. To acknowledge and record all complaints are logged in the complaints file. To ensure that complaints procedure is followed and that your manager and Head Office is informed.

1.37 To drive service user and company cars as appropriate (and if in possession of a current driving licence).

1.38 To undertake other tasks as required on instruction from or on behalf of senior staff.

2. Person Centred Behavioural Support:

2.1 To work within the Principles of Positive Behavioural Support at all times in a person centred and therapeutic way.

2.2 To follow approved Breakaway or Physical Intervention Techniques as prescribed through Creative Support's Citrus Model of Intervention at all times. To only provide Approved Techniques, to follow all Preventative and Reactive Strategies and to use physical interventions as a last resort to ensure the safety of residents and others.

2.3 To create excellent written records which could stand up to scrutiny, ensuring the you complete Incident Reports with support from you Line Manager, detailing any Incident Behavioural or Otherwise. To ensure that all Incidents are uploaded to our Airtable Reporting System and to take part in debriefs with Senior Staff following Incidents having taken place.

2.4 To hold Key Working Meetings with Identified Residents and use these as opportunities to explore intricacies of Individuals Lives, Behaviour, Activities, Choices, Opportunities and Outcomes. To create excellent Key Working Records to be shared with Local Clinical Teams and Managers to ensure Genuine Opportunities for change for Individuals take place.

2.5 To take part in reviewing Integrated Support Plans with your Line Manager and Identified Service User to ensure Support Plans fully reflect the needs of the Individual and their Identified Goals and Outcomes.

2.6 To support people who express their needs through behaviour that challenges services by using appropriate supportive strategies and interventions as specified by Positive Behaviour Support Plans.

2.7 To closely adhere to the Behaviour Management Guidelines as defined by the Senior Practitioner and Multi-Disciplinary Team. To be part of a Core Team of staff working with a group of residents providing consistent, predictable support at all times.

3. Management Duties

3.1 Ensure the service is personalised to the needs and preferences of the residents. Deploy staff resources efficiently to meet the needs of the service, including arranging cover for absences and additional requirements as needed.

3.2 Manage staff performance by providing supervisions, appraisals, coaching, and direct observations of practice within the Competency Framework. Ensure staff training needs are met and training undertaken is recorded in supervision files. Contribute to the recruitment of staff under guidance of the Registered Manager.

3.3 Conduct holistic assessments of the needs, preferences, and risks of residents and devise appropriate support plans and risk management strategies accordingly with residents, families, carers, and involved professionals. Ensure that all plans are reviewed on an annual basis or more frequently where needed.

3.4 Assign keyworkers/coworkers to residents, and carry out the role of nominated keyworker.

3.5 Maintain positive working relationships with residents, families, and involved professionals.

3.6 Organise and chair monthly team meetings and ensure that staff are fully informed of the service requirements, Creative Support policies and procedures, and legal requirements.

3.7 Ensure staff comply with all policies and procedures regarding the provision of personal care, medication, nutrition and hydration, management of health conditions, support with mobility, everyday household tasks, personal finances, community activities, and the provision of transport.

3.8 Coordinate appropriate responses to accidents, incidents and emergencies, following creative support and agreed multi-agency reporting guidelines and requirements.

3.9 Provide excellent customer care. Respond to all verbal enquiries and efficiently reply to emails and written requests for information. Acknowledge, record, and follow up complaints, concerns, compliments, and suggestions from residents, families, staff and stakeholders.

3.10 Conduct recording and administrative duties relating to the supervision and quality monitoring of the service and comply with requests for reports and information from your line

manager. Ensure that service provided meets the service specification, Creative Support's quality expectations and CQC essential standards of care.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

St Helens Learning Disabilities Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	At least two years' experience of providing care and support to people with learning disabilities and other needs	Application & Interview	Essential
2	Experience of managing a staff team and deputizing for a senior manager	Application	Desirable
3	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with a learning disabilities, mental health needs and complex needs.	Interview	Essential
4	A warm and person-centred approach	Interview	Essential
5	Ability to engage with residents and to develop and sustain warm and trusting relationships	Interview	Essential
6	Good verbal communication and listening skills	Application & Interview	Essential
7	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
8	NVQ level 2/3 or other equivalent social care qualification and willingness to work towards NVQ level 4	Application and post-interview checks	Essential
9	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of residents	Interview	Essential
10	Well motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
11	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
12	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
13	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
14	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
15	Ability to work without direct supervision and to use own initiative	Interview	Essential
16	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 inclusive of the implementation of CITRUS techniques (with training) when required.	Application & Interview	Essential
17	Ability to be trained and use CITRUS breakaway and physical intervention techniques if and when required. Applicants must be physically fit and able to perform these techniques in line with the	Application Form, Pre-emp Forms &	Essential

	techniques requirements.	Interview	
18	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual.	Interview	Essential
19	Willingness to learn and follow helpful approaches, interventions in working with people with learning disabilities.	Application & Interview	Essential
20	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc).	Application & Interview	Desirable
21	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
22	Punctual and reliable	Interview and post-interview checks	Essential
23	Willingness to work flexibly to meet the needs of the service	Interview	Essential
24	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

St Helens Learning Disabilities Service

Salary:	**Up to £13.45 per hour (£26,227.50 per annum full time equivalent)**	
	Point One:	£13.35 per hour (£26,032.50 per annum full time equivalent)
	Point Two:	£13.45 per hour (£26,227.50 per annum full time equivalent)
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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*		

Hours of Work:

Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days (pro rata) for part-time.

Birthday Holiday Bonus:

Contracted 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 your completed end of probationary paperwork has been submitted.

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:
Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, 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 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 and optical care, as well as physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

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:
You will receive a £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:
We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 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 depended on your hours worked.

Company mobile phone and laptop:
If applicable to your job role, 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's 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.