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Waking Night Support Worker

Reference: 94182

Sheffield Learning Disabilities

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: 25 November 2026

Once you have submitted or posted your application form allow *7 working days* after the closing date for a response.

Please return the completed application form to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.** Alternatively application forms completed by typing can be emailed to recruitment@creativesupport.co.uk.

Yours Faithfully

Recruitment Department

All candidates are subjected to enhanced DBS checks.

JOB DESCRIPTION – WAKING NIGHT SUPPORT WORKER
Sheffield Learning Disabilities

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

Responsible to: Registered Manager and Support Co-Ordinator

The Role

- To provide individualised person-centred support to people with complex learning disabilities living in self-contained flats;
- To enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Care and Support

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

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

3. To respect the client'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 complex learning disabilities, and to enable them to participate as fully as possible in their communities.

6. To be responsive to the individual needs of service users within the framework of their Person Centred Plans and to respond flexibly to changing needs.

7. 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 To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

8. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified by the Person-Centred Plan.

9. To ensure that service users 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.
10. 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.

11. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

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

13. To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Registered Manager and the Support Co-Ordinator are informed promptly.

15. To follow Health and Safety guidelines carefully and to alert the Registered Manager immediately of any concerns in relation to Health and Safety issues.

16. To contribute to project records and individual case files.

17. To carry out and record all financial transactions involving service users within agency guidelines.

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

19. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Other

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

21. To provide regular verbal and written reports to your Line Manager and colleagues.

22. To accept regular support and supervision from your Senior Colleagues.

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

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

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

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

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

28. To undertake the role of Shift Co-ordinator when required.

29. 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.

30. 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.

31. Any other duties as required.

PERSON SPECIFICATION – WAKING NIGHT SUPPORT WORKERS
Sheffield Learning Disabilities

	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 basic insight and understanding into the needs of people with learning disabilities	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 service user's 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 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	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	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 and in relating to people from a wide variety of backgrounds	Application & Interview	Desirable
17	Possession of NVQ or other relevant social care qualification	Application	Desirable
18	Willingness to work flexible hours according to needs of agency and service users and to attend training courses and events	Interview	Essential
19	Willing to accept feedback and guidance and to be	Interview	Essential

	accountable to colleagues and managers		
20	To have a clean driving licence and access to a car	Application	Desirable

TERMS AND CONDITIONS – WAKING NIGHT SUPPORT WORKERS
Sheffield Learning Disabilities

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.*	

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.

Holidays:
20 days plus 8 statutory days pro rata.

Level 2 Health & Social Care Diploma:
All employees will be required to undertake and complete the Level 2 Health and Social Care Diploma, or if the employee already has an NVQ but no Learning Disability qualification, they will need to complete the Level 2 Certificate in Learning Disabilities (applicable to Support Workers working in learning disability services only) as a condition of their employment. If you hold NVQ 2 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.

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.

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 do not pay for the first three 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 month employment. This scheme provides a death in service benefit of 2x 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

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 and optical care, and physiotherapy.

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

Payroll Giving:
Administered by Charities Trust, this is a tax efficient way of donating on a regular basis 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 are 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 if there have been 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, 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.

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.