**Creative Support Ltd**
Head Office
Wellington House
Stockport
SK1 3TS

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

# Acting Senior Support Worker

**Reference: 94241**

**Stockton Home Care 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: 09 December 2026

Once you have submitted your application form, please 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 employees are subject to enhanced DBS checks.**

**JOB DESCRIPTION – ACTING SENIOR SUPPORT WORKER (MATERNITY COVER)**
**Stockton Home Care Service**

**Hours:** Full time, 37.5 hours per week. To be worked flexibly on a rota, including evenings, weekends, and bank holidays to meet the needs of the service.

**Responsible To:** Registered Service Manager/Service Director

**The Role:**

- You will provide personalized care and support to people with learning disabilities and other needs
- You will assist the Service Manager in ensuring that the service fulfills all requirements and standards of the service specification, the Commissioners, Creative Support, and involved professionals.
- You will support service users to gain independence and confidence, and to lead a meaningful and fulfilling life that meets their needs, preferences, goals, and aspirations.

**Management Duties:**

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

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

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

**1.4** Assign keyworkers/coworkers to all service user, and carry out the role of nominated keyworker.

**1.5** Maintain positive working relationships with service users, families, and involved professionals.

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

**1.7** Ensure that 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.

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

**1.9** 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 service users, families, staff and stakeholders.

**1.10** Conduct all recording and administrative duties relating to the management and quality monitoring of the service and comply with all 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.

**Support Duties:**

**1.11** Develop and sustain warm, trusting relationships with service users.

**1.12** Promote the self-esteem, happiness, and emotional health of service users.

**1.13** Respect service user rights to privacy and ensure that their dignity is maintained at all times.

**1.14** Empower service users to express their needs, views and concerns. Enable service users to make choices and decisions. Enable people to contribute to decisions regarding their care, support, and activities through verbal and non-verbal communication tailored to individual needs

**1.15** Support service users in maintaining the safety, cleanliness, and comfort of their homes. Support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.

**1.16** Enable service users to gain independence, confidence, and competence in the following:

- Social skills/relationships
- Personal care & hygiene
- Daily living skills
- Managing money
- Using community resources and facilities
- Social, leisure and work activities
- Self organisation and coping abilities
- Personal safety

Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

**1.17** Support service users in claiming their full benefit entitlement, budgeting, and managing personal finances as independently as possible to support their chosen lifestyle.

**1.18** Provide respectful personal care in line with needs, wishes and preferences of service users.

**1.19** Support service user to enjoy a wide range of activities in their homes and communities which meet their needs. Support service users in developing meaningful lifestyles, including culturally and age appropriate activities, building on strengths, interests, and aspirations of the service user. Enable people to access social, leisure, work and educational opportunities.

**1.20** Ensure that service users receive advice, care, and regular health checks to ensure their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles. Monitor service user emotional and physical wellbeing and inform the Registered Manager, families, and involved professionals of concerns or changes in needs, behaviour and circumstances.

**1.21** Offer positive behavior support to individuals who express frustrations and needs through challenging behavior by applying appropriate strategies and guidelines agreed with the MDT.

**1.22** Follow individual risk management strategies and work in a safe and responsible manner to safeguard vulnerable adults whilst encouraging positive risk taking. Comply with the Council and Creative Support's safeguarding policies and procedures and report concerns immediately to the Council, Registered Manager, and Duty/On-Call Manager.

**1.23** Carry out general administrative duties, housing management tasks, and services as required.

**1.24** Contribute to person centered reviews through verbal and written reports and by attending Support Planning meetings.

**1.25** Provide respectful personal care following needs, wishes, and preferences outlined in personal support plans. Some individuals require support with physical/mobility disabilities and require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

**General Duties:**

**1.26** Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

**1.27** Accept support, supervision and guidance from senior colleagues.

**1.28** Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

**1.29** Ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

**1.30** Support service users with physical needs, including moving and handling and using hoists.

**1.31** Identify own training needs in discussion with line manager and attend training events and courses as required.

**1.32** Any other duties as required.

## PERSON SPECIFICATION – ACTING SENIOR SUPPORT WORKER (MATERNITY COVER)

**Stockton Home Care**

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|---|---|---|---|
| **1** | At least two years' experience of providing care and support to people with learning disabilities and other needs. | Application | Essential |
| **2** | Experience of managing a staff team and deputising for a senior manager | Application | Desirable |
| **3** | NVQ level 2/3 or other equivalent social care qualification and willingness to complete NVQ level 5 | Application | Essential |
| **4** | A degree or equivalent qualification | Application | Desirable |
| **5** | A warm, positive, and person-centred approach to working with people with learning disabilities and complex needs | Interview | Essential |
| **6** | Excellent written and verbal communication and the ability to listen sensitively to others | Application & Interview | Essential |
| **7** | Collaborate positively with service users, families, and the MDT to maximise outcomes for service users | Application & Interview | Essential |
| **8** | Assess service user needs and risks and devise appropriate support plans and risk management strategies | Application & Interview | Essential |
| **9** | Support and supervising staff and deploying staff resources to meet the needs of the service | Application & Interview | Essential |
| **10** | Knowledge of communication strategies (e.g. BSL, Makaton, PECS) and the use of communication aids | Interview | Desirable |
| **11** | An understanding of welfare benefits and entitlements, housing rights and tenancy issues, health rights and entitlements | Interview | Desirable |
| **12** | Promote anti-discriminatory practice and develop a service that is welcoming to all service users | Interview | Essential |
| **13** | Supporting service users with physical health needs, for which a good degree of physical health is required | Interview & Pre-emps | Essential |
| **14** | Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays | Interview | Essential |
| **15** | A clean driving license and possession of a car | Application & Interview | Essential |

## TERMS AND CONDITIONS – ACTING SENIOR SUPPORT WORKER (MATERNITY COVER)

**Stockton Home Care**

| | | |
|---|---|---|
| **Salary:** | **Up to £13.45 per hour** | |
| | **Point One:** | £13.35 per hour |
| | **Point Two:** | £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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.* | | |

**Hours:**

Full time, 37.5 hours per week. To be worked flexibly according to the needs of the service, including evenings, weekends, and bank holidays.

**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:**

After two years of continuous service, you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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:**
Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times 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.

**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, 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 way of donating from your pay on a regular basis to any registered charities.

**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:**
£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 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 number 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 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.

## Development Pathway

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan