Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS
Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 95183

Stratford-upon-Avon LD 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: 17 November 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 candidates are subjected to enhanced DBS checks.

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Stratford-upon-Avon Learning Disability Service

Hours: Zero-hour contract, as required

Responsible To: Relief Staff Team Leader

The Role:
We are looking for warm, positive and enthusiastic individuals to provide person centred support to people with learning disabilities in Stratford-upon-Avon. You will work to make a different and promote independence whilst enabling tenants to enjoy a fulfilling and valued life. You will encourage service users to participate in and contribute to their local community and to develop their abilities as fully as possible.

Main Duties

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

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

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

6. To develop person centred plans and support plans with service users which identify the ways in which they prefer to be supported and their chosen activities and goals. To respond flexibly to the changing needs and choices of individuals.

7. To provide respectful personal care whilst enabling service users to maintain their dignity.

8. 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

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

10. To ensure that the communication needs of service users are met creatively in accordance with their preferences and needs.

11. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

12. 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.

13. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

14. To enable people with physical and sensory disabilities to enjoy a full lifestyle with access to the activities of their choice.

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

16. 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.

17. To safeguard service users from harm and to work within the safeguarding adult policies of Creative Support and Warwickshire County Council.

18. To take appropriate action in the event of unforeseen emergencies, ensuring that the Area Manager and the Supported Living Service Manager are informed promptly.

19. To follow Health and Safety guidelines carefully and to alert Managers immediately of any concerns in relation to Health and Safety issues.

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

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

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

23. To contribute to service users' person-centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings. To empower the individual supported to prepare for and contribute actively to their reviews.

Other Duties

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

25. To provide regular verbal and written reports to colleagues where required.

26. To accept support, supervision and guidance from senior colleagues.

27. To carry out all work in a manner consistent with the service principles of Creative Support.

28. To comply with and to implement the Equal Opportunities Policy.

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

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

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

32. To take on the role of shift co-ordinator when required and to deputise for the Team Manager.

33. 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.

34. 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.

35. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

36. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Stratford-upon-Avon Learning Disability Service

	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 / written communication skills and ability to listen sensitively to others	Application & Interview	Essential
3	Ability to demonstrate significant understanding of the needs of people with learning disabilities	Interview	Essential
4	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
5	Ability to work safely and responsibly without direct supervision in service users' homes	Interview	Essential
6	Ability to demonstrate initiative, motivation and a resourceful, well organised approach	Interview	Essential
7	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
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to provide emotional and practical support to service users	Interview	Essential
10	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
11	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
12	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
13	Experience of supporting people with learning disabilities	Application Form	Essential
14	Experience of supporting people with complex needs	Application Form	Desirable
15	Life experience and confidence in relating to people from a variety of backgrounds	Application & Interview	Essential
16	Possession of NVQ2/3 or other relevant social care qualification	Application Form	Essential
17	Willingness to work flexible hours according to needs of agency and service users and attend training courses and events	Interview	Essential
18	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
19	Ability to support service users with their physical health needs, for which a degree of physical fitness will be required	Application & Pre-Emps	Essential
20	Willingness to work sleep-ins, evenings and weekends as required	Application & Interview	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Stratford-upon-Avon Learning Disability Service

Pay Structure:

£13.45 per hour, plus rolled up holiday pay

Hours of Work:

As required (zero-hour basis)

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

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.