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Support Worker

Reference: 95196

Wakefield Learning Disability 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: 20 November 2026

Once you have submitted your application form allow *7 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 – SUPPORT WORKER

Wakefield Personalised Services

Hours: Full-time hours (37.5 hours per week). You will be required to work flexibly, including evenings and weekends and sleep ins, to meet the needs of the service.

Responsible to: Team Leaders and Registered Manager

Purpose of the Job:

We are looking for warm, positive and enthusiastic individuals to provide person centred support to people with learning disabilities at our supported living services in Wakefield. 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

1.1 Develop warm, trusting relationships with service users to encourage them to express their needs, views and concerns.

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

1.3 Be flexible and responsive to service user needs following their Care Plans.

1.4 Support service users to retain practical and social skills and their independence.

1.5 Provide sensitive and dignified personal care in line with service user preferences.

1.6 Advise and support service users in managing their tenancy and maintaining the safety, hygiene and comfort of their home.

1.7 Empower service users to express needs and preferences and to make choices and decisions.

1.8 Enhance the confidence of service users through encouragement and positive feedback.

1.9 Assist service users with activities of daily living including:

- Shopping
- Meal Preparation
- Domestic tasks
- Laundry and ironing
- Managing day to day finances
- Participation in community activities both locally and at the scheme

1.10 Provide direct respectful and dignified personal care, including helping service users with the following:

- Washing
- Dressing
- Assisting with toileting

1.11 Advise, encourage, and support service users to maximise their self-care and independent living skills.

1.12 Collaborate with service users, families, carers, and the in-house housing team to make the most out of the service and to maintain the security of the service.

1.13 Support service users with budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

1.14 Support service users in meeting cultural and spiritual needs and in expressing their identity.

1.15 Encourage service users to identify their strengths and interests and support service users in accessing social and leisure activities.

1.16 Enable service users to participate in their communities and to enjoy the rights and responsibilities of citizenship.

1.17 Promote a healthy lifestyle and give advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management. Support the service user to manage long-term health conditions, including diabetes, mobility issues, dementia, and degenerative illnesses associated with aging.

1.18 Liaise with GPs, paramedics, OTs, and other key health professionals to support service users to maintain their physical and mental wellbeing.

1.19 Inform the line manager and involved professionals of concerns or changes in needs and circumstances. Report any concerns regarding children or vulnerable adults with immediate effect to the line manager and Duty/On Call Manager.

1.20 Support service users in complying with administering prescribed medication in line with Creative Support policies and procedures. Liaise with pharmacies, GPs and other health professionals regarding service user medication and health.

1.21 Enable service users to maintain their independence and to promote rehabilitation with assistive technology in line with service user Support Plans and manufacturer recommendations, including the use of telecare systems.

1.22 Work within risk management guidelines and assist service users in reducing risks to themselves and others. Report concerns regarding risks to senior staff, the Duty Manager/On Call Manager and involved professionals.

1.23 Maintain a high standard of customer care and encourage feedback from service users and other agencies. Promptly report and document all complaints, suggestions and feedback.

1.24 Respond to in-house emergency pull cords and take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

1.25 Follow Health and Safety guidelines and alert the line manager of Health and Safety concerns.

1.26 Ensure that accurate records are in the prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with other agencies.

1.27 Ensure that financial transactions relating to the service or service users are promptly and accurately recorded within agency guidelines.

1.28 Contribute to service user reviews through verbal and written reports and by attending Support Planning and Review Meetings.

1.29 Fulfil the role of Key Worker as required under direction of a senior member of staff.

General Duties

1.30 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.

1.31 Accept support, supervision and guidance from senior colleagues.

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

1.33 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

1.34 Support service users with physical needs, including moving and handling and using hoists according to training and as required.

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

1.36 Any other duties as required.

PERSON SPECIFICATION –SUPPORT WORKER

Wakefield Personalised Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good written communication skills, with an ability to contribute to a record keeping system	Application Form	Essential
3	Good interpersonal skills and able to work as part of a team	Interview	Essential
4	A basic understanding of learning disabilities	Application & Interview	Essential
5	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
6	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
7	Ability to work without direct supervision in service user's home	Application Form	Essential
8	Ability to liaise in a professional manner with other agencies	Interview	Essential
9	An understanding of the aims and principles of Creative Support	Interview	Essential
10	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
11	Experience of providing care, support or domestic services to adults with special needs in a community or residential setting	Application & Interview	Essential
12	Experience of working with people with learning disabilities	Application Form	Essential
13	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
14	Experience of working as a member of a team	Application & Interview	Desirable
15	Willingness to work flexible hours according to needs of project, by mutual agreement	Interview	Essential
16	Willingness to attend training courses and events	Interview	Essential
17	Willing to participate in regular supervision with line manager	Interview	Essential
18	Hold a valid and clean UK driving licence	Application Form	Desirable
19	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists, for which a degree of physical fitness will be required	Application, Pre-Emps & Exercise	Essential

TERMS AND CONDITIONS –SUPPORT WORKER

Wakefield Learning Disability Services

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.*	

Hours of work:

Full-time hours (37.5 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. Sleep over shifts will also be required as part of the rota shift patterns.

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

- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Part Time Work

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

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 enrolled onto Level 2/3 Health and Social Care Diplomas. 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.

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 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 eighteen 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.

Free Life Assurance:
All staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a valuable death in service benefit of two times basic 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 above the statutory minimum
- Enhanced maternity leave above the statutory minimum
- Paid compassionate leave of up to 3 days
- Paid carer's leave up to 5 days per annum

Employee Assistance Service:
This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

Hospital Saturday Fund:
Membership of the Hospital Saturday Fund is an easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Payroll Giving:
This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

Achieve Q Staff Awards:
We recognise our 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:
A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

Welcome Back Grant:
Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

Uniform:
If applicable for your service you will be provided with a free uniform. The amount of uniforms that are provided will be dependent on your hours worked.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

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.