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Support Worker

Reference: 96128

Redditch Supported Living 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: 01 December 2026

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

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 very much look 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 – SUPPORT WORKER

Redditch, Worcestershire

Hours: Full time, 37.5 hours per week. You will be required to work flexibly, including evenings and weekends and sleep in's, to meet the needs of the service.

Responsible to: Senior Service Manager and other senior colleagues

The Role: You will provide person centred support for people with learning disabilities and Autism, in the Redditch area. You will enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

1. Support Work Duties

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

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

1.3 Respect service user's right to privacy and ensure that their dignity is maintained.

1.4 Encourage and support service users to express needs, views and concerns. Enable service users make choices and decisions and participate as fully as possible in planning and decision-making processes.

1.5 Respect and promote the rights and entitlements of people with learning disabilities and complex needs and enable them to participate as fully as possible in communities.

1.6 Carry out the role of key worker and enable service users to achieve their goals and aspirations by working alongside them to develop and implement within their person centred plans. Be responsive to changing needs and preferences.

1.7 Support service users in maintaining the safety, security 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.

1.8 Enable service users to gain independence, confidence and competence in following areas:

- 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.

1.9 Support service users in claiming their full benefit entitlement, budgeting and managing personal finances.

1.10 Provide respectful personal care following needs, wishes and preferences outlined in personal support plans.

1.11 Support people to enjoy a wide range of activities within their home and community which meets their needs. Support service users in developing a socially valued lifestyle, including culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities.

1.12 Ensure that service users receive advice, care and regular health checks to ensure physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle. Observe and monitor service users' emotional and physical wellbeing and inform relevant staff and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.13 Offer positive behaviour support to individuals who express frustrations and needs through behaviour that challenges by using appropriate strategies, inclusive of CITRUS techniques, management protocols and guidelines agreed with the multi-disciplinary team.

1.14 Collaborate with families of service users and involved professionals to provide a consistent service to meet individual needs. Encourage and support connections with families and friends. Positively and respectfully communicate with families and involved professionals.

1.15 Follow risk management strategies outlined in individual risk management plans. Work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring they are able to make choices, enjoy new experiences and live a full life.

1.16 Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Salford Council's safeguarding policy and procedures and promptly report concerns regarding vulnerable adults or children to the Council, the Registered Manager and the Duty/On Call Manager.

1.17 Assist service users in the administration and monitoring of prescribed medication in accordance with the Corporate and service specific medication policies

1.18 Take appropriate action in the event of unforeseen emergencies, ensuring that the Supported Living Manager and/or the on-call manager are informed promptly.

1.19 Follow Health and Safety guidelines and promptly alert the senior service manager/ out of hours/ on-call of Health and Safety concerns.

1.20 Conduct and record financial transactions involving service users within agency guidelines.

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

1.22 Contribute to service users' reviews through verbal and written reports and by attending Support Planning meetings.

1.23 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 activities which will include moving and handling and may involve supporting people with personal care needs.

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

2. General Duties

2.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

2.2 Accept support, supervision and guidance from senior colleagues.

2.3 Identify own training needs with line manager and attend training events and courses.

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

2.5 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

2.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling and support with personal care.

2.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

2.8 Take on the role of shift co-ordinator when required.

2.9 Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Redditch, Worcestershire

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm and person centred approach to individuals with Autism, Learning Disabilities and Mental Health	Interview	Essential
2	Experience of providing care or support to people with a learning disability and or Autism	Application & Interview	Desirable
3	Possession of NVQ or other relevant social care qualification	Application	Desirable
4	Degree level qualification	Application	Desirable
5	A warm, respectful and person centred approach to people with learning disabilities and or autism	Interview	Essential
6	Excellent written, verbal and non-verbal communication skills and the ability to listen sensitively to others and the ability to support in the updating of support plans	Interview	Essential
7	Work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative	Interview	Essential
8	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
9	Work safely and responsibly without direct supervision in service user's own home and in the community.	Interview	Essential
10	Driver	Application	Desirable

TERMS AND CONDITIONS – SUPPORT WORKER

Redditch, Worcestershire

Salary:	**Up to £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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications. Successful applicants, under 25yrs age, who possess a degree level qualification will commence on point one of the above scale.*	

Hours of Work:

Full time, 37.5 hours per week. You will be required to work flexibly, including evenings and weekends, to meet the needs of the service. This role includes sleep ins

Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises, a sleep-over payment is made for each shift.

Holidays:

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

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:

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 upon completion and submission of you end of probationary review paperwork.

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.

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:-

- 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

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
- Carers leave up to 5 days per annum

Hospital Saturday Fund:
All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

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.

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.

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 amount 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.

Staff Benefits Scheme:
As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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