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

Female Senior Support Worker

Reference: 96153

Hampton Crescent, Leeds

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: 15 December 2026

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to jem.mcculloch@creativesupport.org.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 – SENIOR SUPPORT WORKER

Hampton Crescent, Leeds

Hours: 37.5 hours per week (flexible: to be worked according to a rota and to include evenings, weekends, split shifts and public holidays according to the needs of the service).

Responsible to: Operations Manager, Service Manager and Support Coordinator.

The Role:

To assist senior management team in the co-ordination and operational management of the Reddish Extra Care Services, ensuring that a high quality service is maintained at all times. To take delegated responsibility for key functions and tasks, as directed by senior staff. To ensure support is provided to service users with mental health needs, with a view to increasing independence for move on to less supported or independent accommodation and to maintain current levels of functioning. The role includes working within supported accommodation settings and community support in people's own homes.

Main Tasks:

1. To be flexible and responsive to the needs of service users as directed by their personal support plan.

2. To carry out assessments and devise appropriate support plans in full consultation with service users and other agencies.

3. To work alongside the management team to ensure standards are maintained.

4. To work with the managers to ensure all voids are appropriately allocated and kept to a minimum.

5. To build and maintain strong links with other agencies, to ensure smooth and effective interagency working with an emphasis on culturally appropriate resources within the area.

6. To offer support and supervision to any junior staff or relief staff.

7. To supervise staff in accordance with Creative Support's supervision policy.

8. To liaise with other team members to ensure that continuity of support and excellent communications are maintained at all times.

1.1 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

9. To assist the managers with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities. To deputise for the Managers at specified locations and in the Manager's absence.

10. To contribute to service users reviews through the provision of verbal and written reports and by attending care planning meetings.

11. To offer reassurance and support to service users at times of emotional distress.

12. To actively seek and respond to service users' feedback and implement changes as appropriate.

13. To develop warm and trusting relationships with service users and to encourage them to express their needs, views and concerns.

14. To work alongside the managers and (where appropriate) take delegated responsibility for:

- Health and Safety aspects
- Housing Management function
- Referral and allocation procedures
- Feedback and report writing
- Monitoring and evaluation of the service
- Assisting with rotas
- Tenant participation
- Financial and administrative procedures
- Other team functions

15. To assist in monitoring service users mental state and their general well being and to inform the managers and other relevant agencies of any concerns or significant changes in their needs and circumstances.

16. To respect the service users' right to privacy and to ensure that their dignity and confidentiality is maintained at all times.

17. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.

18. To encourage service users to make choices and decisions.

19. To respond flexibly to changing needs under the direction of the Managers.

20. To take appropriate action in the event of unforeseen emergencies, ensuring that the Managers is promptly informed.

21. To follow health and safety guidelines and to alert the Managers immediately of any concerns in relation to health and safety issues and staff member whereabouts concerns.

22. To ensure that accurate records are kept and updated.

23. To ensure that all financial transactions are promptly and accurately recorded.

Other:

24. To provide regular verbal and written feedback to the line manager.

25. To accept regular support and supervision from the line manager.

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

27. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.

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

29. To identify training needs in discussion with the line manager and to attend all mandatory training courses and training events/courses as required.

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

31. To take part in staffing the local lone worker system and corporate On Call Service as required

32. Any other duties required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Hampton Crescent, Leeds

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to devise appropriate support plans in liaison with service users and other agencies	Application, Interview & Exercise	Essential
2	Good verbal and written English/communication skills, ability to listen sensitively to others and contribute to a record keeping system to an acceptable standard	Application, Interview	Essential
3	Ability to work as part of a team, to facilitate groups and mediate between individuals	Interview	Essential
4	A good understanding of mental health needs/issues and dual substance misuse.	Application, Interview	Essential
5	A common sense approach to problem solving and an ability to deal with conflict, behaviours that challenge and distress	Application, Interview	Essential
6	Ability to provide non-judgmental, emotional and practical support to clients and to gain their trust	Application, Interview	Essential
7	Ability to liaise in a professional manner with other agencies and attend ward rounds and reviews	Interview	Essential
8	An understanding of the aims, principles and Equal Opportunities policy of Creative Support	Interview	Essential
9	Current knowledge of welfare benefits and ability to ensure tenants receive their maximum entitlement	Application, Interview	Essential
10	At least 12 Months experience of working with older people in a care and support setting	Application	Essential
11	Supervisory experience and/or ability to supervise junior staff	Application, Interview	Essential
12	A warm, respectful and positive approach to working with service users	Interview	Essential
13	Possession of clean driving license and ownership of a car and be willing to use the car for work related duties that will require business insurance to be held	Application, Interview	Desirable
14	A good level of physical fitness in order to be able to work proactively with the service users to meet their identified needs	Application, Interview	Essential
15	Willingness to participate in local and corporate On call systems	Application, Interview	Essential
16	Knowledge of the Local authority standards and QAF and contribute the service meeting these standards at the highest level	Application, Interview	Essential
17	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential

18	Ability to work without direct supervision with service users	Application, Interview	Essential
19	Willing to participate in regular supervision with line manager	Interview	Essential
20	Possession of a relevant social care or professional qualification	Application, Interview	Desirable
21	Car owner/driver, willing to use car for work related travel and to obtain business insurance	Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Hampton Crescent, Leeds

Salary:	Up to £13.45 per hour
Point 1:	£13.35
Point 2:	£13.45
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 of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota which will include days, evenings, weekends and public holidays according to the needs of the service. This may include split shifts.

Holidays:

20 days plus 8 statutory days.

Care Certificate and Level 2/3 Health and 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:

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.

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.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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

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.

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.

We Care Staff 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:
£100.00 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 had 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 provided will be depended 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.