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Relief Support Worker

Reference: 96161

Dudley Learning Disability 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: 18 December 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

INVESTORS IN PEOPLE® We invest in people Gold
disability confident EMPLOYER
Stonewall DIVERSITY CHAMPION
MINDFUL EMPLOYER

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Dudley Learning Disability Service

Responsible To: Team Leader

Hours: Flexible relief staff required for day time, evenings, nights, waking nights weekend and public holidays according to the needs of the service.

The Role:
To provide individualised support to people with learning disabilities and to promote their quality of life and personal development. You will engage with service users and build trusting therapeutic relationships, working within to encourage wellbeing and positive coping skills. Your role will include visiting service users in their own homes or in other settings as part of a structured approach and offering respite to carers and practical and emotional support to families as appropriate. To work closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals.

Main Responsibilities/Duties

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

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

3. To work with the individual through an assessment process to identify their goals, and to support them to work with relevant agencies to take the first steps towards achieving these.

4. To encourage and support service users in expressing their needs, views and goals. 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 equality and diversity and enable individuals to participate as fully as possible in their communities.

6. To develop goal focused 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 enable service users to access developmental opportunities, new experiences and challenges.

8. To enable people who may have additional needs to enjoy a full lifestyle with signposting to services appropriate to their needs.

9. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

10. To safeguard service users from harm and to work within the safeguarding adults policies of Creative Support and Warwickshire Council.

11. To take appropriate action in the event of unforeseen emergencies, ensuring that the relevant services along with the team leader are informed promptly.

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

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

14. To provide regular updates to the commissioners of the service to identify progress, and outcomes achieved at the end of the support period.

Other

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. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Dudley Learning Disability Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with a range of support needs.	Interview	Essential
2	Good verbal communication and assessment skills with the ability to listen sensitively to others. Good written communication skills	Application & Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Knowledge of local community agencies and resources and ability to signpost with support.	Interview	Essential
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in the community.	Interview	Essential
8	Ability to demonstrate initiative, motivation and a resourceful, well organised approach	Interview	Essential
9	Ability to liaise in a professional manner with other agencies and to work in a positive way service users and community agency workers.	Interview	Essential
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
11	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
12	Ability to provide emotional and practical support to service users	Interview	Essential
13	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
14	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
15	Ability to enable people to enjoy developmental opportunities	Interview	Essential
16	Experience of supporting people who may have additional needs.	Application Form	Essential
17	Life experience and confidence in relating to people from a variety of backgrounds	Application & Interview	Essential
18	Possession of NVQ2/3 or other relevant social care qualification	Application Form	Essential
19	A clean, valid driving licence and possession of a car, motorcycle or moped.	Application	Essential
20	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
21	Willingness to attend training courses and events	Interview	Essential
22	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS - RELIEF SUPPORT WORKER

Dudley Learning Disability Service

Pay Structure:

£12.85 per hour plus accrued holiday credit

Sleep Ins:

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

Hours of Work:

As required; to be worked flexibly on a rota which may include evenings, weekends and public holidays according to the needs of the service.

DBS Checks:

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

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.

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.