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

Residential Support Worker

Reference: 96165

Oakley, Bedfordshire SLS

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: 19 December 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 employees are subject to enhanced DBS checks.

JOB DESCRIPTION – RESIDENTIAL SUPPORT WORKER
Oakley, Bedfordshire SLS

Hours: Full time (37.5 hours per week). To be worked flexibly according to the needs of the service, including evenings, weekends, and bank holidays

Responsible To: Registered Manager, Team Leader, and other Senior colleagues

The Role:
To support individuals with a learning disability and other needs to enjoy an excellent quality of life. To provide effective and personalised support for individuals, while working in collaboration with the service user, their family, and wider support network, ensuring their needs and preferences are paramount. To work within an empowering model of support, which enables individuals to maintain their tenancies, participate in their local community, develop independent living skills, and achieve their personal goals and desired outcomes.

Main Duties

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

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

3. To respect the person's right to privacy and ensure that their dignity is maintained at all times.

4. To encourage and support service users in expressing needs, views and concerns. To enable service users to make choices and decisions and to participate in planning and decision-making processes.

5. To support service users to express their personal identity, including gender and sexuality.

6. To respect and promote the human rights and entitlements of people with learning disabilities and enable them to participate in their communities as active citizens, enjoying the same rights as others. To support service users to access independent advice and advocacy when needed and to signpost/refer to external agencies as required.

7. To be responsive to the needs of service users in accordance with their Personal Support Plans and to respond flexibly to changing needs.

8. To provide respectful and dignified personal care in accordance with individual care plans.

9. To enable and empower service users to gain independence, confidence and competence in following areas:

- Personal care and hygiene
- Improving and maintaining health and wellbeing
- Daily living skills
- Budgeting and paying bills

- Social skills/relationships
- Using community resources and facilities
- Social, leisure and work activities
- Finding and sustaining voluntary or paid employment
- Self-organisation and coping abilities
- Personal safety

10. To achieve this through prompting, active support, encouragement, skills teaching and positive feedback. To build on individual strengths, interests and assets. Where service users are unable to carry out tasks for themselves (such as housework, shopping, cooking, laundry, etc) to carry these out on their behalf with regard for their preferences. To promote the service user's active involvement and capacity for self-management when undertaking any tasks and to always seek to develop their skills and confidence and their enjoyment of everyday activities.

11. To ensure that service users attend all health appointments and receive advice, care and regular health checks to ensure their physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.

12. To communicate with service users in their preferred manner and to follow communication passports and guidelines.

13. To support service users in developing a socially valued life, which includes culturally and age appropriate experiences, building on their strengths, interests and aspirations. To enable people to access social, leisure, education, training and employment opportunities.

14. To support service users to build and maintain their relationships with family and friends and to develop their informal support network.

15. To provide a culturally sensitive and appropriate service to service users from diverse backgrounds and to support people to observe their chosen faith and maintain cultural connections.

16. To support people who express their needs through behaviour that challenges services by using appropriate supportive strategies and interventions as specified by Positive Behaviour Support Plans.

17. To assist and support service users in the ordering, administration and monitoring of prescribed medication following Creative Support's Medication Policy and local guidelines.

18. To support service users to enjoy a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene and to support service users to store and prepare food safely.

19. To enable service users to maintain their homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain their independence.

20. To support service users to maintain a positive and purposeful routine and lifestyle which enables their personal development.

21. To ensure that the assessed needs of people with physical and sensory disabilities are met and to provide safe and appropriate personal care and support to meet health needs. This may involve undertaking delegated health care tasks in accordance with agreed plans and guidelines and support with moving and handling, including the use of hoisting and other equipment.

22. To support service users to travel with confidence on public transport

23. To act as the nominated key worker for a number of service users. To carry out this role diligently and proactively.

24. To plan and contribute to service users' Person Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To enable the service user's views and wishes to be at the heart of decision making.

25. To devise activity plans to meet the identified needs and preferences of service users and to organise and to undertake activities in accordance with agreed activity plans, risk management guidelines and financial protocols. To ensure the safety of service users when undertaking activities inside the home and in the community and to promote their enjoyment and personal development whilst participating in activities.

26. To support service users to plan short breaks and holidays and to accompany them on outings and holidays at their request, where support is required.

27. To observe and monitor service users' emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

28. To ensure that the safety and welfare of service users is paramount and to report any poor practice to your manager, whether relating to colleagues, external agencies or others.

29. To ensure that all incidents, accidents and safeguarding concerns are reported in a timely manner, in accordance with agency and Local Authority requirements. To ensure that any agreed follow up actions or protection measures are implemented.

30. To take appropriate action in the event of emergencies, ensuring that emergency services are called as required and that the Registered Manager and other managers are informed promptly.

31. To follow health and safety guidelines and alert your manager to any health and safety concerns.

32. To carry out daily and weekly health and safety checks within agreed timescales and to report any safety concerns.

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

34. To record financial transactions involving service users within agency guidelines and complete regular finance checks.

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

36. To fulfil the Shift Coordinator role when required by co-ordinating the shift, giving direction and support to other staff, leading by example and ensuring the smooth running of the service in line with agreed ways of working and service user care plans. This will include accountability for maintaining agreed appointments and support commitments as well as following up issues and concerns.

37. To contribute to the induction of new staff, students and agency support staff following the local induction procedure.

38. To take part in and contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.

39. To communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.

40. To respond positively and quickly to complaints or feedback from service users, their families, or others. To acknowledge and record all complaints in the complaints file. To ensure that complaints procedure is followed and that your manager and Head Office is informed.

41. To drive service user and company cars as appropriate (and if in possession of a current driving licence).

42. To undertake other tasks as required on instruction from or on behalf of the Service Manager and/or other senior staff.

Other Duties

1. To positively 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 the company.

2. To accept support, supervision and guidance from senior colleagues and to participate positively in appraisals, team meetings and company events.

3. To carry out all work in an accountable manner consistent with the aims of the service, the Contract Specification and the service principles adopted by Creative Support.

4. To ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and guidelines, including the Health & Safety at Work Act
- Equal Opportunities policies
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, your line manager, Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Active prevention and control of infection
- Principles of the Mental Capacity Act

- Principles of the Care Act
- All Creative Support policies, procedures and guidelines for best practice

5. To support service users with mobility needs, including moving and handling and using hoists.

6. To identify own training needs in discussion with line manager and to attend training courses and events as required. To complete training assignments and e-learning courses as

7. required within agreed timescales.

PERSON SPECIFICATION – RESIDENTIAL SUPPORT WORKER

Oakley, Bedfordshire SLS

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1.	12 months relevant paid work experience of providing care or support	Application	Desirable
2.	A warm and person-centred approach	Interview	Essential
3.	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
4.	Good verbal communication and listening skills	Application & Interview	Essential
5.	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
6.	Possession of a relevant vocational qualification (such as NVQ, Health & Social Care Diploma or equivalent)	Application and post-interview checks	Desirable
7.	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
8.	Well motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
9.	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
10.	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
11.	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
12.	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
13.	Ability to work without direct supervision and to use own initiative	Interview	Essential
14.	Ability to provide active support and promote independence	Interview	Essential
15.	Ability to undertake practical household tasks/housework and the ability to support people with mobility needs (this may include pushing wheelchairs and using hoists for which reasonable physical fitness will be required)	Application & Interview	Essential
16.	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential

17.	Punctual and reliable	Interview and post-interview checks	Essential
18.	Willingness to work flexibly to meet the needs of the service	Interview	Essential
19.	Must hold a valid full UK driving licence	Application Form	Essential

TERMS AND CONDITIONS – RESIDENTIAL SUPPORT WORKER

Oakley, Bedfordshire SLS

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. 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 (37.5 hours per week), or part time (a minimum of 15 hours per week). To be worked flexibly according to the needs of the service, which will include evenings, sleep-ins, weekends and bank holidays.

Holidays:

20 days plus 8 statutory days pro rata.

Sleep Ins:

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

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.

Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other higher relevant qualification at our cost.

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.

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 £250 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 do not pay for the first three 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 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

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.

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 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.

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.

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.