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

Senior Support Worker

Reference: 96170

Birmingham and Worcestershire Personalised 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: 22 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

All employees are subjected to enhanced DBS checks

JOB DESCRIPTION –SENIOR SUPPORT WORKER

Birmingham and Worcestershire Personalised Services – Northfield

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

Responsible to: Senior Service Manager and Team Leader

The Role:

To lead and manage a team of support workers within a supported living framework to ensure quality standards are met or exceeded. To provide individualised person-centred support to people with learning disabilities and Autism living in their own homes; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. This role is ideal as a stepping stone for someone interested pursing a managerial career in health and social care.

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 to ensure that their dignity is maintained at all times.

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

5. To respect and promote the rights and entitlements of people with learning disabilities, and to enable them to participate as fully as possible in their communities.

6. To be responsive to the individual needs of service users within the framework of their Person-Centred Plans and to respond flexibly to changing needs.

7. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

- Social skills/relationships
- Personal care & hygiene
- Daily living skills
- Using community resources and facilities
- Social, leisure and work activities
- Self organisation and coping abilities
- Personal safety

To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

8. To support people who express their frustrations and needs through behaviours that challenge using appropriate strategies and intervention frameworks as specified by the Person Centred Plan.

9. To monitor, review and evaluate individual protocols for people with complex needs in line with person centred plan.

10. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

11. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.

12. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

13. To assist service users in the administration and monitoring of prescribed medication in accordance with the corporate medication policy

14. 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.

15. To take appropriate action in the event of unforeseen emergencies, ensuring that the Team Leader is informed promptly.

16. To follow Health and Safety guidelines carefully and to alert the Team Leader immediately of any concerns in relation to Health and Safety issues.

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

18. To carry out and record all financial transactions involving service users within agency guidelines.

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

20. To contribute to service users' reviews through the provision of verbal and written reports and by attending Support Planning meetings.

Additional Duties for Senior Support Worker

21. To offer informal and formal support and supervision to support staff, relief staff, students and volunteers as appropriate, under the direction of the Team Leader.

22. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.

23. To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:

- Co-ordinating and deploying staff time in such a way as to ensure that service users needs are met and all agreed activities are carried out
- Delegating tasks and responsibilities as appropriate
- Ensuring that all duties are carried out as prescribed and that quality standards are met at all times

24. To devise duty rotas in accordance with agreed staffing requirements and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.

25. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.

26. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.

27. To take particular responsibility for aspects of health and safety and quality of the service

28. To support the local management team with taking on the on-call on a rota basis

Other

29. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

30. To provide regular verbal and written reports to colleagues. To accept support, supervision and guidance from senior colleagues.

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

32. To comply with and to implement the Equal Opportunities Policy.

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

34. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.

35. To identify training needs in discussion with Line Manager and to attend training events and courses as required.

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

37. To take on the role of shift co-ordinator when required.

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

39. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

40. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

41. Any other duties as required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Birmingham and Worcestershire Personalised Services – Northfield

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Good written and verbal communication skills to contribute to record keeping to an acceptable standard.	Interview	Essential
2	Good interpersonal skills to maximize working relationships with the team and other colleagues	Interview	Essential
3	A good understanding of learning disabilities and equal opportunities	Application & Interview	Essential
4	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
5	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
6	Ability to work without direct supervision with service users	Application & Interview	Essential
7	Ability to devise appropriate support plans in liaison with service users and other agencies	Application & Interview	Essential
8	An understanding of aims and principles of Creative Support	Application & Interview	Essential
9	Current knowledge of welfare benefits and ability to ensure tenants receive their maximum entitlement	Application & Interview	Essential
10	At least 1 years' experience of working with people with a learning disability and working as a member of a team	Application	Essential
11	NVQ Level 2/3 In Health and Social Care	Application	Essential
12	Experience of liaising with other agencies and attending multi-agency meetings and CPA reviews	Application & Interview	Essential
13	Supervisory experience and/or ability to supervise junior staff including assessing individual needs and developing support plans	Application & Interview	Essential
14	Experience of writing professional reports	Interview	Desirable
15	A warm, respectful and positive approach to working with service users	Interview	Essential
16	Willingness to work flexible hours according to needs of project, by mutual agreement	Interview	Essential
17	Willingness to attend training courses and events	Interview	Essential
18	Ability to support service users with their physical health needs, for which a degree of physical fitness will be required	Application & Interview	Essential
19	Willing to participate in regular supervision with line manager	Interview	Essential
20	Possession of clean driving license and ownership of a car and willingness to use the car for business process	Application	Desirable

TERMS AND CONDITIONS –SENIOR SUPPORT WORKER
Birmingham and Worcestershire Personalised – Northfield

Salary:	**Up to 13.45 per hour based on experience**	
	Point One –	£13.35 per hour
	Point Two –	£13.45 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 (37.5hrs per week), to be worked flexibly on a rota; including evenings, weekends, sleep-ins, and public holidays according to the needs of the service.

Diploma in Health and Social Care Level 3:
All employees commencing employment will be required to undertake and complete the Diploma in Health and Social Care Level 3 programme as a condition of their employment.

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. You will be required to undertake and complete NVQ 3 during your probationary period as a condition of your employment.

Holidays:
20 days plus 8 statutory days for the first year of service. In addition you will accrue an additional day leave for each subsequent complete year of service (to a maximum 25 days annual leave).

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:-

- Creative Support **pays for** the first three working days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Part time employees who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week. Part time employees who work less

than 18 hours per week will be eligible for a maximum of two weeks pro rata hours worked Company Sick Pay benefits per annum after 12 months service.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Discretionary Benefits:
Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

Employee Counselling Service:
All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Employee's can also contact our centralised Employee Relations Advisor to receive confidential aid and advice on any matters of concern.

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

Pension and Life Assurance:
Creative Support operates an auto-enrolment pension scheme with the People's Pension. All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary. There are some exemptions to this cover so please ask for further details on commencing employment.

Vaccination Policy:
We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.