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Female Bengali-Speaking Relief Support Worker Reference: 96190

Sonali Gardens – Tower Hamlets Extra Care 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: 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 candidates are subjected to enhanced DBS checks.

JOB DESCRIPTION – FEMALE BENGALI-SPEAKING RELIEF SUPPORT WORKER
Sonali Gardens – Tower Hamlets Extra Care Service

Hours: Zero-hour contract, as required

Responsible to: Registered Manager & Support Coordinator

The Role:
You will provide respectful personal care, respectful and emotional support to older people living at our Extra Care service in Tower Hamlets. You will work closely with service users in a person-centred way to ensure that service users retain their independence for as long as possible. You will collaborate with service users, families, carers, and involved professionals to provide a consistent and coordinated service which maximises outcomes for service users.

Main Duties

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

1.2 Respect service user rights to privacy and ensure that their dignity is maintained at all times.

1.3 Be flexible and responsive to service user needs following their Support Plans.

1.4 Support service users to retain practical and social skills and their independence.

1.5 Provide sensitive and dignified personal care in line with service user preferences.

1.6 Advise and support service users in managing their tenancy and maintaining the safety, hygiene and comfort of their home.

1.7 Empower service users to express needs and preferences and to make choices and decisions.

1.8 Enhance the confidence of service users through encouragement and positive feedback.

1.9 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

1.10 Provide direct respectful and dignified personal care, including helping service users with the following:
- Washing
- Dressing
- Assisting with toileting

1.11 Advise, encourage, and support service users to maximise their self care and independent living skills.

1.12 Collaborate with service users, families, carers, and the in-house housing team to make the most out of the service and to maintain the security of the service.

1.13 Support service users with budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

1.14 Support service users in meeting cultural and spiritual needs and in expressing their identity.

1.15 Encourage service users to identify their strengths and interests and support service users in accessing social and leisure activities.

1.16 Enable service users to participate in their communities and to enjoy the rights and responsibilities of citizenship.

1.17 Promote a healthy lifestyle and give advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management. Support the service user to manage long-term health conditions, including diabetes, mobility issues, dementia, and degenerative illnesses associated with aging.

1.18 Liaise with GPs, paramedics, occupational therapists, and other key health professionals to support service users to maintain their physical and mental wellbeing.

1.19 Inform the line manager and involved professionals of concerns or changes in needs and circumstances. Report any concerns regarding children or vulnerable adults with immediate effect to the line manager and Duty/On Call Manager.

1.20 Support service users in complying with administering prescribed medication in line with Creative Support policies and procedures. Liaise with pharmacies, GPs and other health professionals regarding service user medication and health.

1.21 Enable service users to maintain their independence and to promote rehabilitation with assistive technology in line with service user Support Plans and manufacturer recommendations, including the use of telecare systems.

1.22 Work within risk management guidelines and assist service users in reducing risks to themselves and others. Report concerns regarding risks to senior staff, the Duty Manager/On Call Manager and involved professionals.

1.23 Maintain a high standard of customer care and encourage feedback from service users and other agencies. Promptly report and document all complaints, suggestions and feedback.

1.24 Respond to in-house emergency pull cords and take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

1.25 Follow Health and Safety guidelines and alert the line manager of Health and Safety concerns.

1.26 Ensure that accurate records are in the prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with other agencies.

1.27 Ensure that financial transactions relating to the service or service users are promptly and accurately recorded within agency guidelines.

1.28 Contribute to service user reviews through verbal and written reports and by attending Support Planning and Review Meetings.

Other Duties

1.1 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 Creative Support.

1.2 Accept support, supervision and guidance from senior colleagues.

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

1.4 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

1.5 Support service users with physical needs, including moving and handling and using hoists according to training and as required.

1.6 Identify own training needs in discussion with line manager and attend training events and courses as required.

1.7 Any other duties as required.

PERSON SPECIFICATION – FEMALE BENGALI-SPEAKING RELIEF SUPPORT WORKER
Sonali Gardens – Tower Hamlets Extra Care Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Experience of working with older people in a care and support setting	Application	Desirable
2	NVQ level 2 or equivalent social care qualification	Application	Desirable
3	A warm, positive, and respectful approach to older people	Application & Interview	Essential
4	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
5	Excellent record keeping	Interview	Essential
6	Ability to provide respectful personal care, emotional and practical support to service users	Application & Interview	Essential
7	Collaborate with service users, families, carers, and involved professionals to maximise outcomes for service users	Interview	Essential
8	Ability to work as part of a team	Application	Essential
9	Ability to work unsupervised within service user homes according to planned support and service user needs and preferences	Interview	Essential
10	A basic understanding of older people's needs	Application & Interview	Essential
11	Promote anti-discriminatory practice and provide a service that is welcoming to all service users	Interview	Essential
12	Support service users with physical health needs, including pushing wheelchairs and using hoists for which a degree of physical fitness is needed	Application & Interview	Essential
13	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Application	Essential
14	A common-sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
15	Willingness to attend training courses and events	Interview	Essential
16	Willing to participate in regular supervision with line manager	Interview	Essential
17	A minimum of 12 months experience in care	Application	Essential
18	Fluent Bengali-speaker	Application	Essential

TERMS AND CONDITIONS – FEMALE BENGALI-SPEAKING RELIEF SUPPORT WORKER
Sonali Gardens – Tower Hamlets Extra Care Service

Pay Structure:
£14.80 per hour

Hours of Work:
Zero-hour contract, as required.

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 this must be requested by contacting the Payroll Department.

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.

DBS Checks:
Employment will be subject to enhanced Disclosure and Barring Service checks and SOVA checks.

Probationary Period:
The first six months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Level 2 and/or Level 3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Level 2 or Level 3 Health and Social Care Diploma. If you hold NVQ Level 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.

Sickness Policy:
You will not be entitled to company sick pay.

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.