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Relief Support Worker

Reference: 97076

Brandling Court, 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: 17 November 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 subjected to enhanced DBS checks.

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Brandling Court, Leeds

Hours: Zero-hour contract, as required

Responsible to: Relief Staff Team Leader

The Role:
You will provide person centred support for people with learning disabilities, complex needs or autism spectrum conditions in the Leeds area. You will enable service users to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Support Worker Duties

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

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

3. Respect service users' right to privacy and ensure that their dignity is maintained.

4. Encourage and support service users to express needs, views and concerns. Enable service users make choices and decisions and participate as fully as possible in planning and decision-making processes.

5. Respect and promote the rights and entitlements of people with learning disabilities and complex needs and enable them to participate as fully as possible in communities.

6. Support service users in maintaining the safety, security and comfort of their homes.

7. Support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.

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

9. Enable service users to gain independence, confidence and competence in following areas:

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

10. Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

11. Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies, management guidelines and intervention specified by Person Centred Plans.

12. Work within management protocols and guidelines for individuals with learning disabilities.

13. Ensure that service users receive advice, care and regular health checks to ensure physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.

14. Support service users in claiming their full benefit entitlement, budgeting and managing personal finances.

15. Utilise appropriate communication techniques according to the needs of the service user.

16. Support service users in developing a socially valued lifestyle, including culturally and age-appropriate experiences, building on strengths, interests and aspirations of the service user. Enable people to access social, leisure, work and educational opportunities.

17. Implement positive risk management strategies in line with Person Centred Plans.

18. Assist service users in the administration and monitoring of prescribed medication following the Scheme's Medication Policy.

19. Observe and monitor service users' emotional and physical wellbeing and inform relevant staff and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

20. Take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager are informed promptly.

21. Follow Health and Safety guidelines and promptly alert the Team Leader of Health and Safety concerns.

22. Contribute to project records and individual case files.

23. Conduct and record financial transactions involving service users within agency guidelines.

24. Carry out general administrative duties, housing management tasks and services as required.

25. Contribute to service users' reviews, through verbal and written reports and by attending Support Planning meetings.

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

General Duties:

1. Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

2. Accept support, supervision and guidance from senior colleagues.

3. Identify own training needs with line manager and attend training events and courses.

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

5. 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

6. There is a requirement to support service users with daily living skills and individual activities, including moving and handling.

7. Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

8. Take on the role of shift co-ordinator when required.

9. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	A minimum of one year's experience of providing care and support to people learning disabilities	Application & Interview	Essential
2	NVQ or equivalent social care qualification	Application	Desirable
3	Degree level education	Application	Desirable
4	A warm, person centred and respectful approach to working with people with learning disabilities	Interview	Essential
5	Excellent verbal and written communication skills and ability to listen sensitively to others	Interview	Essential
6	Collaborate with involved professionals and friends and family of service users	Interview	Essential
7	Work constructively and co-operatively as part of a consistent team approach	Interview	Essential
8	Work safely and responsibly without direct supervision in service user's own home	Interview	Essential
9	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	Support service users with physical health needs; this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required	Application, Pre-Emps & Interview	Essential
11	Willingness to work flexibly to meet the needs of the service, including weekends and evenings	Interview	Essential
12	A clean driving licence and access to a car	Application	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER
Brandling Court, Leeds

Pay Structure:
£12.85 per hour plus accrued holiday credit

Please note: National Minimum Wage (£12.71 per hour) will be paid when completing training.

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

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.