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Peripatetic Support Worker

Reference: 97088

Tyneside and Durham Services LD MH

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: 20 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 subject to enhanced DBS checks.

JOB DESCRIPTION – PERIPATETIC SUPPORT WORKER

Tyneside and Durham Services LD MH

Hours: Full time (37.5 per week) or part time (minimum of 15 per week). To include evenings, nights, weekends and public holidays, according to the needs of the service. Sleep-ins may be worked additionally.

Responsible To: Registered Service Manager/ Support Living Managers/ Supported Living Coordinators / Senior Support Workers

The Role:

The expectation of the Peripatetic Support Worker is to work across all the services and to provide support to the needs of the service and will involve becoming a member of the support team at each site. The services are based in North Tyneside, South Tyneside, Sunderland, Gateshead, Durham, Consett and Hartlepool. You will be supporting individuals to achieve personal development and developing independence in the community. We are looking for warm, positive and enthusiastic individuals who will promote independence whilst enabling tenants to enjoy a fulfilling and valued life.

Main Duties

1. To be flexible and responsive in terms working to the needs of the service and travel to the service where support is required. Yours shifts will be allocated as far in advance as possible but at least 2 weeks ahead. However, shifts/hours may be altered at short notice.

2. To develop and sustain warm and trusting relationships with service users and their families.

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

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

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

6. 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.

7. To develop person centred plans and 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.

8. To provide respectful personal care whilst enabling service users to maintain their dignity.

9. 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

10. To support people who express their needs through challenging behaviour by using appropriate strategies as specified by the Person-Centred Plan.

11. To ensure that the communication needs of service users are met creatively in accordance with their preferences and needs.

12. 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.

13. 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.

14. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

15. To enable people with physical and sensory disabilities to enjoy a full lifestyle with access to the activities of their choice.

16. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

17. 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.

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

19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Area Manager and the Supported Living Service Manager are informed promptly.

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

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

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

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

24. To contribute to service users' person-centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings. To empower the individual supported to prepare for and contribute actively to their reviews.

Other

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

26. To provide regular verbal and written reports to colleagues where required.

27. To accept support, supervision and guidance from senior colleagues. 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 identify training needs in discussion with Line Manager and to attend training events and courses as required.

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

31. To take on the role of shift co-ordinator when required and to deputise for the Team Manager.

32. 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.

33. 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.

34. 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.

35. Any other duties as required.

PERSON SPECIFICATION – PERIPATETIC SUPPORT WORKER

Tyneside and Durham Services LD MH

	Qualities Required	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with learning disabilities	Interview	Essential
5	Good written communication skills	Application & 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 service users' homes	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 with the families and friends of service users	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 with conflict, distress and challenging behaviours	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 without being exposed to unacceptable risks	Interview	Essential
16	Ability to support and supervise junior staff and provide on the job coaching	Application & Interview	Essential
17	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities and physical/sensory disabilities, including PBS	Application & Interview	Essential
18	Ability to use a range of helpful communication techniques	Application & Interview	Desirable
19	A minimum of 2 years' experience of supporting people with learning disabilities /mental health/complex needs	Application Form	Essential
20	Experience of supporting people with physical/sensory disabilities	Application Form	Desirable
21	Life experience and confidence in relating to people from a variety of backgrounds	Application & Interview	Essential

22	Possession of NVQ2/3 or other relevant social care qualification	Application Form	Essential
23	Good standard of general education	Application Form	Essential
24	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
25	Willingness to attend training courses and events	Interview	Essential
26	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
27	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Application, Pre-Emps & Exercise	Essential
28	Willingness to work sleep-ins, evenings and weekends as required	Application & Interview	Essential

TERMS AND CONDITIONS – PERIPATETIC SUPPORT WORKER
Tyneside and Durham Services LD A

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.*	

Hours of Work:
Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Holidays:
20 days plus 8 statutory days (pro rata) for part-time.

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.

Sleep-Ins:
Support Workers may be required to undertake sleep-ins. Where sleep-ins are undertaken by Support Workers/Supported Living Workers these are paid additionally per sleep-in, over and above the salary for the employee's contracted hours on the basis of the relevant National Minimum Wage (NMW) or National Living Wage (NLW).

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 relevant qualification at our cost.

Birthday Holiday Bonus:
Contracted 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 £100 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 pay SSP 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.

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.

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 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 number of uniforms that are provided will be dependent 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.