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Senior Support Worker

Reference: 97090

Whinn Dale 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: 19 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 – SENIOR SUPPORT WORKER
Whinn Dale Extra Care Service

Hours: Full time hours, 37.5 hours per week. To be worked flexibly according to the needs of the service, including days, evenings, nights, weekends and public holidays. Senior support workers are also expected to participate in an on-call rota

Responsible To: Registered Manager/Area Manager

The Role:
You will provide person centred support and care to older people at the service. This includes providing respectful personal care, emotional and practical support with daily activities and living tasks. You will supervise staff and deploy staff time efficiently in line with service user needs and preferences. You will collaborate with service users, families and involved professionals to maximise outcomes for service users. You will assist senior staff in the coordination and operational management of the service to ensure that service user needs, preferences and contract requirements are met.

1. Main Duties

1.1 Conduct support planning and risk assessments in relation to both the older adult and their home environment prior to a service commencing and to update these at twice yearly intervals or whenever there has been a significant change in circumstances and in the likely risks/needs.

1.2 Devise appropriate support plans with service users and involved professionals in line with Personal Care Plans that are reviewed after 6 weeks of the contract starting and 6 monthly thereafter, unless there has been a change in need or contract.

1.3 Offer support, supervision and guidance to all staff, ensure that staff are appropriately supported, trained and understand the needs of each service user they support in line with care plans.

1.4 Visit service users and families regularly to ascertain their satisfaction with the service and to receive feedback and suggestions. Concerns/queries are addressed within 24 hours. Ensure the Support Coordinator, Service Manager and Deputy Manager are fully informed of all concerns.

1.5 Liaise with team members to ensure a consistent and coordinated service.

1.6 Assist senior managers with running of the service, ensuring that new staff and service users are welcomed and fully informed of their rights and responsibilities to ensure a high-quality service. Ensure that the service fulfils CQC domiciliary care standards at all times.

1.7 To offer support and reassurance to service users who may be anxious, distressed or disorientated.

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

1.9 Work alongside the Support Coordinator, Service Manager and Deputy Manager and take delegated responsibility for:

- Health and Safety aspects
- Referral and allocation procedures
- Feedback and report writing
- Monitoring quality in the community and evaluation of the service
- Completing all extra care rotas
- Client participation
- Financial and administrative procedures
- Medication procedures
- Lone working policies and procedures
- Complaints, compliments and suggestions procedures
- Identifying training needs for staff
- To liaise with the manager support officer any annual leave staff wish to take
- Delivering Training
- Delivering direct care
- Safeguarding procedures

1.10 Assist in monitoring service user's health and wellbeing and inform the Registered Manager and involved professionals of changes in needs concerns or circumstances. Liaise with GP's, district nurses, occupational therapists and involved professionals to meet service user needs.

1.11 Respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

1.12 Enable service users to retain as much independence and control over their lives as possible. Enhance the confidence and coping abilities of service users through encouragement and positive feedback.

1.13 Ensure and monitor that staff correctly utilise the electronic monitoring system to record their visits and the duration of visits.

1.14 Promote service user's self-esteem and enable them to express preferences and make choices and decisions.

1.15 Support service users in meeting their cultural and spiritual needs and in expressing their personal identity and chosen lifestyle.

1.16 Support and enable service users to participate in their communities and to enjoy activities in the community. Encourage social and leisure activities and the maintenance of social networks.

1.17 Support service users in taking prescribed medication. Complete a robust medication risk assessment. Record medication taken on the Medication Recording Sheet. Encourage service users to manage their medication as independently as possible.

1.18 Work within agreed risk management guidelines and assist service users in reducing risks to themselves or others. Promptly report concerns regarding risks to the Registered Manager and the multi-disciplinary team.

1.19 Maintain a high standard of customer care and encourage feedback from service users, families and involved professionals. Document complaints, suggestions and feedback and report these to the Registered Manager.

1.20 Take appropriate action in the event of unforeseen emergencies, ensuring that the Registered Manager is promptly informed.

1.21 Follow health and safety guidelines and alert the Registered Manager of health and safety concerns.

1.22 Ensure that records are accurate, up-to-date and in the prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with families and other agencies.

1.23 Ensure that financial transactions are promptly and accurately recorded in line with Creative Support procedures.

1.24 Contribute to service user reviews through verbal and written reports and by attending review meetings.

1.25 Provide respectful personal care following needs, wishes and preferred routines outlined in personal support plans. Some individuals require support with physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

2. General Duties

2.1 Undertake the role of On Call a rotational basis for the service.

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

2.3 Accept support, supervision and guidance from senior colleagues.

2.4 Undertake specific specialised training for working with people with learning disabilities as needed.

2.5 Identify training needs with Line Manager and attend training events and courses as required.

2.6 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

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

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

JOB DESCRIPTION – SENIOR SUPPORT WORKER

Whinn Dale Extra Care Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	At least two years' experience in providing care and support to older people	Application	Essential
2	Supervisory experience and/or ability to supervise staff	Application & Interview	Desirable
3	A warm, respectful and person-centred approach to working with older people with care and support needs	Interview	Essential
4	Excellent verbal and written communication skills and the ability to listen sensitively to others	Application & Interview	Essential
5	Supervise and manage staff and deploy staff time efficiently to meet the needs of the service	Application & Interview	Essential
6	Liaise in a professional manner with involved professionals and service user families	Application & Interview	Essential
7	Conduct support planning and risk assessments and devise plans accordingly	Application & Interview	Essential
8	Promoting an anti-discriminatory practice at the service that is welcoming to all service users	Interview	Essential
9	Willingness to work flexibly to meet the needs of the service, including evenings and weekends, and participation in an on-call rota.	Interview	Essential
10	Support service users with physical needs, this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required	Application & Exercise	Essential

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Whinn Dale Extra Care Service

Salary:	**Up to £13.45 per hour**	
	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, 37.5 hours per week. To be worked flexibly on a rota which will include days, evenings, weekends and public holidays according to the needs of the service. On call payments will be made in addition to your salary.

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.

Holidays:

20 days plus 8 statutory days pro rata.

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 16 hours per week.

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 £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 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 times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times 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 the 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 on a regular basis to any of the registered charities either large or small.

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:
£100.00 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 had 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.