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Relief Extra Care Support Worker

Reference: 97093

Hull 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: 23 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 – RELIEF EXTRA CARE SUPPORT WORKER
Hull Extra Care Service

Hours: Zero-hour contract, as required

Responsible to: Registered Manager/Team leader/ Senior Extra Care Worker

The Role:
To provide person centred care and support for our service users in our extra care service in Hull. You will provide re-enablement to assist people to live as independent lives as possible in their own homes. You will engage with service users and build trusting therapeutic relationships. Your role will include providing care and support as part of a care planned approached. You will be expected to complete tasks, including personal care, to a high standard demonstrating dignity and respect for individuals at all times. You will be expected to work closely with other professionals, agencies and families/ carers and demonstrate positive customer care skills.

Main Duties

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

2. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

3. To be flexible and responsive to the needs of service users as directed by their Individual Care Plans.

4. Support service users to maintain and develop practical and social skills to retain optimum control over their lives.

5. To provide personal care in a sensitive and dignified way and in accordance with the service users wishes.

6. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.

7. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.

8. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.

9. To assist service users with general activities of daily living including:

   -Shopping
   -Meal Preparation
   -Domestic tasks
   -Laundry and ironing
   -Managing day to day finances

10. To advise, encourage and support service users so as to maximise their self care and independent living skills.

11. Where required to support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

12. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

13. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities. To promote the personal development of service users through developing care plans which outline goals and aspirations for the future.

14. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.

15. To promote a healthy lifestyle and to give appropriate advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.

16. To inform the Manager/Team Leader, Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Manager/Team Leader or the Duty/On Call Manager.

17. To support service users in complying with prescribed medication and self medication programmes. To liaise with the service user's GP/ Care Manager in respect of compliance with prescribed medication. To report all side effects related to medication.

18. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

19. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.

20. To take appropriate action in the event of emergencies, ensuring that the Service Manager/ Registered Manager and Team Leader or the Duty/On Call Manager is informed promptly.

21. To follow Health and Safety guidelines carefully and to alert the Project Manager/Deputy Manager immediately of any concerns in relation to Health and Safety issues.

22. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

23. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

24. To fulfil the role of Key Worker as required, under the direction of a senior member of staff.

25. 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.

Other Duties

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

27. To accept regular support and supervision from your Line Manager.

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

29. To comply with Creative Support's Equal Opportunities Policy.

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

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

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

33. To be involved in handovers as required at the service.

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. 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.

36. Any other duties as required.

PERSON SPECIFICATION – RELIEF EXTRA CARE SUPPORT WORKER

Hull Extra Care Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	A warm, person-centred approach and the ability to positively engage with service users	Interview	Essential
2.	Good verbal communication skills and interpersonal skills	Interview	Essential
3.	Good written communication skills, with an ability to contribute to a record keeping system	Application	Essential
4.	Ability to work positively as part of a team	Interview	Essential
5.	Experience of providing support to older people or adults with support needs	Application & Interview	Essential
6.	Ability to provide respectful personal care, emotional and practical support to service users in ways which promote their dignity and independence	Interview	Essential
7.	A common-sense approach to problem solving and an ability to respond effectively in crisis or emergency situations	Interview	Essential
8.	Ability to liaise in a professional manner with other agencies	Interview	Essential
9.	An understanding of the person centred aims and principles of Creative Support	Interview	Essential
10.	Commitment to equal opportunities and anti-discriminatory practice	Application & Interview	Essential
11.	Good work ethic, timekeeping, attendance and reliability	Application Interview & references	Essential
12.	Willingness to work flexible hours including evenings, weekends and bank holidays	Interview	Essential
13.	Willingness to respond positively to instructions and guidance from senior colleagues	Interview and references	Essential
14.	Car owner/driver, willing to use car for work related travel and to obtain business insurance	Interview	Desirable
15.	Possession of NVQ 2 or higher social care qualification	Application	Desirable
16.	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 & Interview	Essential

TERMS AND CONDITIONS – RELIEF EXTRA CARE SUPPORT WORKER

Hull Extra Care Service

Salary:

£13.45 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,

Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises a set sleep-over payment is made for each shift.

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.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

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.