Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 97098

Cheshire West Learning Disability Services

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: 24 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 SUPPORT WORKER
Cheshire West Learning Disability Services

Hours: Zero-hour contract, as required

Responsible To: Relief Team Leader and Senior colleagues

The Role:
We require a dynamic, caring, forward thinking person to provide individualised person-centred support to people learning disabilities living in their own homes. You will support service users to lead meaningful and satisfying lives through the provision of flexible and personalised support. You will work in partnership with individuals to enable them to take active control over their lives and to make progress towards personal goals. You will work in an anti-discriminatory manner, ensuring that the rights and entitlements of service users are respected at all times. You will promote self-esteem, independence, social inclusion and a sense of personal identity separate from illness and disability. The successful applicant will be able to think on their feet, work under their own initiative at times and respond to situations with a proactive attitude.

Main Responsibilities/Duties

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

2. To work closely with service users with Learning Disabilities to develop person centred plans that are unique to the individual and reflect their personality, choices, preferences and which are focused on developing new skills and maintaining an excellent quality of life.

3. To respect the service user's right to privacy and to ensure that their dignity is maintained.

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

5. 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/advice agencies.

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

7. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans and person-centred plans.

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

9. To carry out holistic assessments of need and devise appropriate person-centred focused support plans and comprehensive risk assessments in full consultation with service users, senior staff members and other agencies. To ensure support plans are reviewed and evaluated and also amended in accordance with changing needs, presenting risks and individual preferences.

10. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self-organisation and to encourage them to maintain appointments and commitments.

11. 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.

12. To respect and promote the rights and entitlements of people with mental health needs, learning disabilities, physical disabilities and acquired brain injury, and to enable them to participate as fully as possible in their communities.

13. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness, through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

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

15. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.

16. 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, employment and educational opportunities and enjoy the rights and responsibilities of citizenship.

17. To support service users in complying with prescribed medication and working towards self-medication in accordance with agreed risk/support plans. To liaise with the service user's Consultant, GP and Care Coordinator in respect of compliance with prescribed medication. To ensure that service users attend regular medication reviews with their consultant/GP's and are supported to report any adverse side effects or concerns.

18. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To support service users in reducing risks to themselves/others and to promote community safety. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring individuals are able to make choices and enjoy rights & opportunities within a positive risk management approach which has been agreed with the service user and other agencies. To promptly & professionally report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

19. To understand mental capacity and decision making and work with partner agencies, families and services users to ensure that where best interest decisions have been made that these are upheld and reviewed on a continuous basis

20. 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. To maintain a warm and responsive approach to families and to report their feedback and concerns.

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

22. To follow Health and Safety guidelines carefully and to alert the Line Manager immediately of any concerns in relation to Health and Safety issues.

23. To ensure that accurate records are kept in the prescribed format. To clearly and professionally document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies. To comply with confidentiality and data protection requirements.

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

25. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Stockport Metropolitan Borough Council's safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.

26. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning/Person Centred Planning and Review Meetings.

27. To assist the manager with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities.

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

Other Duties

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

30. To be available to work flexibly in order to meet the needs of the agency and the service user. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

31. To provide regular verbal and written reports to colleagues.

32. To accept support, supervision and guidance from senior colleagues.

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

34. To comply with and to implement the Equal Opportunities Policy.

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

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

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

38. To take on the role of shift co-ordinator when required.

39. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Cheshire West Learning Disability Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, caring, person centred and positive approach to people with a learning disability	Interview	Essential
2	Good 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 basic insight and understanding into the needs of people with mental health needs and learning disabilities	Interview	Essential
5	Excellent written and verbal English skills and ability to listen sensitively to others	Interview	Essential
6	Ability to use IT systems to maintain record keeping and communications systems	Application & Interview	Essential
7	Ability to work constructively and co-operatively and collaboratively as part of a team	Interview	Essential
8	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
9	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families of service users	Interview	Essential
11	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
12	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Experience of supporting people with a learning disabilities, physical disabilities and/or mental health needs	Application Form	Essential
14	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
15	Possession of Diploma level 3 or other relevant social care qualification	Application Form	Desirable
16	Willingness to work flexible hours over a 24-hour period, including split shifts, weekends and bank holidays, according to needs of agency and service users	Interview	Essential

17	A good level of personal fitness and health to ensure that our service users are able to have appropriate support to meet their needs. This may include pushing wheelchairs, using hoists and taking part in leisure activities.	Application , Pre-Emps & Interview	Desirable
18	To have a clean driving license and access to a car for work use	Application Form	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Cheshire West Learning Disability Services

Salary:

£13.25 per hour, plus rolled up holiday pay

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

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.

Hours of Work

As required on a zero-hour basis.

Disclosure Checks

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Probationary Period

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

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.

Sona app:

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts