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Female Relief Support Worker

Reference: 97102

Preston Mental Health 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: 25 November 2026

Once you have submitted your application form 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
Preston Mental Health Services

Hours: Zero-hour contract, as required

Responsible To: Relief Staff Manager

The Role:
To provide person centred recovery support to service users with mental health needs. To support service users to building meaningful and satisfying lives through the provision of flexible and personalised support. To work in partnership with service users to enable people to take active control over their lives and to make progress towards recovery and personal goals. To work in an anti-discriminatory manner, ensuring the rights and entitlements of service users are respected at all times. To promote self-esteem, independence, social inclusion and a sense of personal identity separate from illness and disability.

Main Duties

1. To develop and sustain warm and trusting relationships with service users.

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

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

4. 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.

5. To respect and promote the rights and entitlements of people with mental health needs, and to enable them to participate as fully as possible in their communities.

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

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

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
    - Daily living skills
    - Using community resources and facilities
    - Social, leisure and work activities
    - Self organisation and coping abilities
    - Personal safety

    To achieve this through the provision of practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

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

11. To work within agreed management protocols and guidelines for individuals with mental health needs.

12. 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.

13. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.

14. 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.

15. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

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 wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

18. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager and the Team Leader is informed promptly.

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

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

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

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

23. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

24. To provide support with physical/mobility needs including support using wheelchairs, hoists and other appropriate equipment to meet personal needs.

Other Duties

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

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

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

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 and to implement the Equal Opportunities Policy.

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

31. To undertake specific specialised training identified to enhance on team expertise, of working with people with mental health needs.

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

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

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

35. 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.

36. 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.

37. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Preston Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Ability to demonstrate a warm, person centred and affirmative approach to people with mental health needs.	Interview	Essential
2.	Good verbal communication skills and a sensitive listener	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.	Interview	Essential
5.	Written communication skills, sufficient to contribute to a record keeping system	Interview	Essential
6.	Ability to work constructively and co-operatively as part of a team	Interview	Essential
7.	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8.	Ability to demonstrate initiative, self-motivation and resourcefulness	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	Interview	Essential
11.	Ability to demonstrate respect for difference and diversity	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	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 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
17.	Experience of providing care, support or other services to people with a variety of needs	Application & Interview	Desirable
18.	Experience of supporting people with mental health needs.	Application & Interview	Desirable
19.	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
20.	Possession of NVQ or other relevant social care qualification	Application & Interview	Desirable
21.	Warm, respectful and positive approach when working with service users	Application & Interview	Essential
22.	Willingness to work flexible hours according to needs of agency and service users	Application & Interview	Essential
23.	Willingness to attend training courses and events	Application & Interview	Essential
24.	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Application & Interview	Essential

25.	To have a clean driving licence and access to a car	Application & Interview	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER
Preston Mental Health Services

Salary:	**£12.85 per hour plus rolled up holiday pay**
Please Note: *Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in. Furthermore, during training, you will be paid the National Minimum Wage of £12.71.*	

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.

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.