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Support Worker (Driver)

Reference: 97112

Stockport LDS SLS

Thank you for your interest in the above post. Please find the specific duties and role requirements for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV in lieu of a completed application form.

Closing Date: 30 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 very much look forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – SUPPORT WORKER

Stockport LDS SLS

Hours: Full time, 37.5 hours per week. Part time, minimum of 15 hours per week. To be worked according to the needs of the service, including evenings, weekends, and bank holidays

Responsible To: Registered Manager and senior colleagues

The Role:

To provide high quality person-centred care and support to people with a learning disability and/or autism with a range of support needs. To enable the people we support to enjoy a fulfilling and valued life, to be as independent as possible, to maintain their health & wellbeing and to participate in their community.

Main Duties:

1. To develop and sustain warm and trusting relationships with the people we support.

2. To promote the self-esteem, happiness and emotional wellbeing of the people we support.

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

4. To encourage and support individuals to express their needs, preferences, views and concerns. To enable people to make choices and decisions and to participate as fully as possible in planning and decision-making processes, in line with the Care Act and Mental Capacity Act.

5. To respect and promote the rights and entitlements of people with a learning disability and to enable them to participate as fully as possible in their communities.

6. To be responsive to the individual needs and preferences of people supported within the framework of their Person Centred Support Plans and to respond flexibly to changing needs.

7. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans.

8. To empower and enable people supported to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

   - Communicating with others
   - Social skills & relationships
   - Personal care & hygiene
   - Daily living skills
   - Household management
   - Using community resources and facilities
   - Social, leisure and work activities
   - Self organisation and coping abilities
   - Personal safety

9. To support people who express their needs through challenging behaviour by using appropriate strategies as specified by their Person Centred Support Plan and Positive Behaviour Support guidelines.

10. To ensure that people receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote good nutrition, hydration, restful sleep, exercise and a healthy lifestyle.

11. To support people in claiming their full benefit entitlement, budgeting and managing their personal finances.

12. To support individuals to develop a socially valued lifestyle which includes a varied range of age and culturally appropriate experiences, building on their unique strengths, interests and aspirations. To enable people to access social, leisure, work and educational opportunities.

13. To enable people to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

14. To assist people in the safe administration, monitoring and storage of prescribed medication in accordance with the Medication Policy and Medication Support Plan.

15. To observe and monitor the emotional and physical wellbeing of the people we support and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and wellbeing.

16. To take appropriate action and exercise duty of care in the event of unforeseen emergencies accidents and incidents, ensuring that senior staff are informed promptly.

17. To follow Health and Safety policies and guidelines carefully and to alert senior staff immediately of any concerns in relation to Health and Safety issues.

18. To safeguard vulnerable adults and children from harm and abuse by identifying and reporting safeguarding concerns in accordance with our Safeguarding Adults and Safeguarding Children policies and those of the local authority. To bring concerns about poor practice to the attention of senior staff directly or if this is not possible to use our CODE Red whistleblowing procedure.

19. To work in partnership with other agencies and the multi-disciplinary team, families and all members of the person's circle of support.

20. To contribute diligently to service record keeping and individual case files.

21. To undertake and record all financial transactions involving the people we support within agency guidelines.

22. To carry out general administrative duties and household management tasks as required.

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

Other Duties:

24. To notify senior staff of your whereabouts and to submit accurate timesheets weekly.

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

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

27. To contribute to a positive and mutually supportive team culture.

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

29. To comply with and to implement Equality, Diversity and Inclusion policies.

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

31. To identify own training needs in discussion with 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 undertake the role of Shift Co-ordinator as required.

34. As some individuals will require support with their mobility and physical disabilities you may be required to push wheelchairs, use hoists and other appropriate moving and handling equipment to meet personal needs.

35. Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER
Stockport LDS SLS

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Ability to demonstrate a warm, person centred and empowering approach to people with learning disability.	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to demonstrate basic understanding into the needs of people with la learning disability.	Interview	Essential
4	Written communication skills sufficient to contribute effectively to paper and electronic records	Application & Interview	Essential
5	Ability to work positively and co-operatively as part of a team	Interview	Essential
6	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
7	Ability to liaise professionally with other agencies and to work in a positive way with the families and friends of people we support	Interview	Essential
8	Understanding Creative Support's We Care values, our I Statements and service principles with the ability to put these into practice	Application & Interview	Essential
9	Ability to demonstrate respect for diversity and equality	Application & Interview	Essential
10	Ability to provide person-centred emotional and practical support	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may be challenging	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	Ability to enable people to exercise choice and enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
14	Ability to demonstrate understanding of your Duty of Care to support vulnerable adults and to protect them from harm and abuse	Interview	Essential
15	Experience of providing care, support or other services to people with support needs, in particular people with learning disabilities	Application & Interview	Desirable
16	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
17	Possession of Diplomas, NVQs or other relevant social care qualifications	Application Form	Desirable
18	Willingness to work reliably and flexibly according to the needs of individuals supported. This includes working early/late shifts across a 7 day rota and responding to changing needs and preferences.	Interview	Essential
19	Ability to support people with their mobility needs and physical disabilities and to push wheelchairs and use mobility aids.	Interview	Essential
20	Willing to accept feedback and guidance and to be accountable to colleagues and managers and to attend training courses and events	Interview	Essential
21	To have a clean driving licence.	Application Form	Essential

TERMS AND CONDITIONS – SUPPORT WORKER PART TIME

Stockport LDS SLS

Salary:	**£13.45 per hour**
Please Note: *We are currently offering a choice of weekly or monthly pay. 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.*	

Sleep-Ins:

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

Hours of Work:

Full time and part time hours, full time hour equivalent is 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service. Part time hours may be agreed subject to a minimum of 15 hours per week.

Holidays:

20 days plus 8 statutory days. If part-time these will be pro-rata to working hours.

Festive Holiday Enhancements:

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.

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.

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.

Adult Care Certificate and Health & Social Care Diplomas:

All employees will be required to undertake and complete our Induction Pathway. Following the successful completion of the probationary period staff are automatically enrolled onto the Level 2 Adult Care Certificate or Level 3 Health and Social Care Diploma. If you already hold the Care Certificate or Diploma level 2/3 Health and Social Care or equivalent you will not need to do the award again, but we may support you to undertake other relevant professional qualifications.

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks. DBS disclosures must be renewed every 3 years unless you have subscribed to the update service. Creative Support will pay for DBS checks.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, future 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 your 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 pays Statutory Sick Pay for the first three working 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:
Staff become members of a non-contributory group life assurance scheme after 6 month's employment. This scheme provides a death in service benefit equivalent to 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.

Welfare Fund:
We offer confidential non-repayable welfare grants up to £350 to employees experiencing hardship.

Hospital Saturday Fund:
You can join the Hospital Saturday Fund and pay your subscription through your salary. This is an easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy. There is a choice of membership fees and benefits.

Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

We Care Awards:
Recognising dedicated staff across Creative Support 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:
Vouchers are awarded in the December following the 10th, 15th, 20th, 25th and 30th year anniversary of your continuous service date with Creative Support (£100, £150, £200, £250, £300 respectively).

Retirement Awards:
We offer £100 bonus should you choose to retire from employment with Creative Support. Eligible for all permanent contracted employees with at least two year's continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £200 (£100 worth of vouchers when their friend starts work and another £100 worth of vouchers when their friend passes their probationary review after four months of employment.)

Welcome Back Grant:
£200 worth of vouchers for employees who return to Creative Support at least six months after resigning from their original post.

Uniform:
If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended 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 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 company business. We will reimburse the costs incurred on company business on receipt of authorised claim forms. If you use a car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection.

EDI & LGBTQ+ Employee 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.