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Relief Support Worker

Reference: 97121

Wakefield Personalised 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: 02 December 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 – RELIEF SUPPORT WORKER

Wakefield Personalised Services

Hours: Zero hours contract (as and when required), to be worked flexibly to include evenings and weekends and bank holidays, according to the needs of the service.

Responsible To: Team Leaders and Registered Manager

The Role:

We are looking for warm, positive and enthusiastic individuals to provide person centred support to people with learning disabilities at our supported living services in Wakefield. You will work to make a different and promote independence whilst enabling tenants to enjoy a fulfilling and valued life. You will encourage service users to participate in and contribute to their local community and to develop their abilities as fully as possible.

Main Duties

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

1.2 Respect service user rights to privacy and ensure that their dignity is maintained at all times.

1.3 Be flexible and responsive to service user needs following their Care Plans.

1.4 Support service users to retain practical and social skills and their independence.

1.5 Provide sensitive and dignified personal care in line with service user preferences.

1.6 Advise and support service users in managing their tenancy and maintaining the safety, hygiene and comfort of their home.

1.7 Empower service users to express needs and preferences and to make choices and decisions.

1.8 Enhance the confidence of service users through encouragement and positive feedback.

1.9 Assist service users with activities of daily living including:

- Shopping
- Meal Preparation
- Domestic tasks
- Laundry and ironing
- Managing day to day finances
- Participation in community activities both locally and at the scheme

1.10 Provide direct respectful and dignified personal care, including helping service users with the following:

- Washing
- Dressing
- Assisting with toileting

1.11 Advise, encourage, and support service users to maximise their self-care and independent living skills.

1.12 Collaborate with service users, families, carers, and the in-house housing team to make the most out of the service and to maintain the security of the service.

1.13 Support service users with budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

1.14 Support service users in meeting cultural and spiritual needs and in expressing their identity.

1.15 Encourage service users to identify their strengths and interests and support service users in accessing social and leisure activities.

1.16 Enable service users to participate in their communities and to enjoy the rights and responsibilities of citizenship.

1.17 Promote a healthy lifestyle and give advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management. Support the service user to manage long-term health conditions, including diabetes, mobility issues, dementia, and degenerative illnesses associated with aging.

1.18 Liaise with GPs, paramedics, OTs, and other key health professionals to support service users to maintain their physical and mental wellbeing.

1.19 Inform the line manager and involved professionals of concerns or changes in needs and circumstances. Report any concerns regarding children or vulnerable adults with immediate effect to the line manager and Duty/On Call Manager.

1.20 Support service users in complying with administering prescribed medication in line with Creative Support policies and procedures. Liaise with pharmacies, GPs and other health professionals regarding service user medication and health.

1.21 Enable service users to maintain their independence and to promote rehabilitation with assistive technology in line with service user Support Plans and manufacturer recommendations, including the use of telecare systems.

1.22 Work within risk management guidelines and assist service users in reducing risks to themselves and others. Report concerns regarding risks to senior staff, the Duty Manager/On Call Manager and involved professionals.

1.23 Maintain a high standard of customer care and encourage feedback from service users and other agencies. Promptly report and document all complaints, suggestions and feedback.

1.24 Respond to in-house emergency pull cords and take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

1.25 Follow Health and Safety guidelines and alert the line manager of Health and Safety concerns.

1.26 Ensure that accurate records are in the prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with other agencies.

1.27 Ensure that financial transactions relating to the service or service users are promptly and accurately recorded within agency guidelines.

1.28 Contribute to service user reviews through verbal and written reports and by attending Support Planning and Review Meetings.

1.29 Fulfil the role of Key Worker as required under direction of a senior member of staff.

General Duties

1.30 Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

1.31 Accept support, supervision and guidance from senior colleagues.

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

1.33 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

1.34 Support service users with physical needs, including moving and handling and using hoists according to training and as required.

1.35 Identify own training needs in discussion with line manager and attend training events and courses as required.

1.36 Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Wakefield Personalised Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good written communication skills, with an ability to contribute to a record keeping system	Application Form	Essential
3	Good interpersonal skills and able to work as part of a team	Interview	Essential
4	A basic understanding of learning disabilities	Application & Interview	Essential
5	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
6	A common-sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
7	Ability to work without direct supervision in service user's home	Application Form	Essential
8	Ability to liaise in a professional manner with other agencies	Interview	Essential
9	An understanding of the aims and principles of Creative Support	Interview	Essential
10	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
11	Experience of providing care, support or domestic services to adults with special needs in a community or residential setting	Application & Interview	Essential
12	Experience of working with people with learning disabilities	Application Form	Essential
13	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
14	Experience of working as a member of a team	Application & Interview	Desirable
15	Willingness to work flexible hours according to needs of project, by mutual agreement	Interview	Essential
16	Willingness to attend training courses and events	Interview	Essential
17	Willing to participate in regular supervision with line manager	Interview	Essential
18	To have a clean driving license	Application Form	Desirable
19	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists, for which a degree of physical fitness will be required	Application, Pre-Emps & Exercise	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Wakefield Personalised Services

Pay Structure:

£12.85 per hour plus rolled up holiday pay

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

Hours of Work:

As required. Applicants will be employed on a zero-hour contract.

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 must be requested.

Sickness Policy:

You will not be entitled to company sick pay.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure 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.

Sponsorships:

We are unable to offer any Skilled worker visas for any relief/ bank posts. This is because the Home Office require individuals to have a set annual earnings threshold of over £21,000 per annum and we are unable to guarantee hours on an ad-hoc basis.