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Relief Extra Care Support Worker

Reference: 97124

Harrow 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: 03 December 2026

Once you have submitted or posted your application form, please allow *10 working days* after the closing date for a response. Please return the completed application form by email to recruitment@creativesupport.co.uk or 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.

Harrow Extra Care Service

Hours: Zero-hour contract, as required

Responsible To: Registered Manager, Deputy Manager and Care Coordinators

The Role:
You will provide person-centred care and to support to our clients in an Extra Care service in Eastman Village, Harrow. The scheme focuses on providing integrated, holistic care and support to older people with care and support needs. Needs may include dementia, mental health needs, physical disabilities, learning disabilities and complex health needs. The scheme consists of 60 units consisting of one-bedroom self-contained flats.

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 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 home and maintaining the safety, hygiene and comfort of their environment.

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 and cleaning
    - Laundry and ironing
    - Participation in community activities both locally and at the scheme

10. To support service users to enjoy healthy meals, good nutrition and hydration and to provide direct assistance with preparing meals and refreshments. To provide support with eating and drinking in accordance with guidelines. To promote enjoyment of meals through direct

participation in meal planning, preparation and cooking and to ensure that service users' dietary needs and preferences are identified and met.

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

12. 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.

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

14. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities in the service and the wider community.

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

16. To promote an active healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.

17. To inform the Registered Manager/Deputy 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 Registered Manager/Deputy Manager or the Duty/On Call Manager.

18. To support service users in respect of prescribed medication and to promote self-medication wherever possible. To administer medication where required in accordance with the service user's prescription and to follow medication policies and guidelines. To report all side effects or concerns relating to medication to the Duty Manager.

19. 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.

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.

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

22. 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. To promptly & professionally report all concerns regarding the safety of vulnerable service users to the Duty Manager/On Call Manager and relevant agencies. To safeguard vulnerable adults from harm and abuse and to report safeguarding concerns in accordance with Creative Support and the London Borough of Harrow's Safeguarding Policy and alerting procedures.

23. To follow Health and Safety guidelines carefully, including measures to prevent and control infection and to alert the Registered Manager immediately of any concerns in relation to Health and Safety issues.

24. 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.

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

26. To work positively and cooperatively with the families of service users and to promote the involvement of their wider circle of support.

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

Other Duties

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

2. To provide regular verbal and written reports to your Line Manager.

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

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

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

6. To maintain confidentiality at all times, in accordance with the agreed policy and to comply with data protection requirements.

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

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

9. 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.

10. Any other duties as required.

PERSON SPECIFICATION – RELIEF EXTRA CARE SUPPORT WORKER

Harrow Extra Care Service

	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	Interview	Essential
4	Ability to work as part of a team	Interview	Essential
5	An understanding of older people's needs	Application & Interview	Essential
6	Ability to provide compassionate emotional support, respectful personal care and practical assistance to service users	Application & 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 aims and principles of Creative Support	Interview	Essential
10	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
11	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 & interview	Desirable
12	Experience of providing care, support or other services to older people or adults with support needs	Application & interview	Essential
13	Willingness to work flexible hours according to needs of service users	Interview	Essential
14	Willing to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – RELIEF EXTRA CARE SUPPORT WORKER

Harrow Extra Care Service

Pay Structure:

£14.80 per hour, plus rolled up holiday pay

You will be paid weekly in arrears via our Bank Payroll.

Hours of Work:

Zero hour basis.

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.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service 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.

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 this must be requested by contacting the Payroll Department.

Sona App:

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