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# Relief Support Worker

**Reference: 97127**

**Swanway, Gateshead SLS**

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: 04 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 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**
**Swanway, Gateshead SLS**

**Hours:** Zero-hour contract, as required

**Responsible to:** Senior Support worker/ Registered Manager and other senior colleagues

**The Role:**
To provide individualised person-centred support for people living in their own apartments who have a learning Disability, Mental health needs, Autism, or Physical Disability. You will ensure that service users enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

**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 offer unconditional positive regard to service users, to respect right to privacy and to ensure that their dignity is maintained at all times.

4. To encourage and support service users to express 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. To enable people to contribute actively to decisions regarding their own care, support and activities through verbal and non-verbal communication methods which are tailored to their individual needs.

5. To respect and promote the rights and entitlements of people with learning disabilities, mental health and autism and to enable them to participate as fully as possible in their communities and to maintain community connections.

6. To carry out the role of key worker and to enable service users to achieve their goals and dreams by working alongside them to develop and implement within their person-centred plans. To be responsive to changing needs and preferences.

7. To support service users in maintaining the safety, security, cleanliness and comfort of their homes. 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 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
    - Personal care & hygiene
    - Daily living skills
    - Managing money
    - Using community resources and facilities
    - 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.

**9.** To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances as independently as possible to support their chosen lifestyle.

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

**11.** To support people to enjoy a wide range of activities within the home and community which meets their needs. 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.

**12.** To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle. To observe and monitor the service users' emotional and physical well being and to inform the Registered Manager, families and other agencies of any concerns or significant changes in their needs, behaviour and circumstances.

**13.** To work closely with the families of service users and other professionals involved in their care and support to provide coordinated services to meet the needs of the individuals. To encourage and support connections with families and friends. To positively and respectfully communicate with families and other professionals at all times.

**14.** To follow the guidance and risk management strategies outlined in the individual's risk management plan. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring they are able to make choices, enjoy new experiences and live a full life.

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

**16.** To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

**17.** To take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Registered Manager is informed promptly.

**18.** To follow health and safety guidelines carefully and to alert the Registered Manager immediately of any concerns in relation to Health and Safety issues.

**19.** To contribute to project records and individual case files.

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

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

**22.** To contribute to person centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

**23.** 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 and may involve supporting people with personal care needs.

## Other Duties

**24.** To submit accurate timesheets weekly.

**25.** To provide regular verbal and written reports/handovers to colleagues.

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

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

**28.** To comply with and to implement the Equal Opportunities Policy.

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

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

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

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

**33.** 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.

**34.** 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.

**35.** Any other duties as required.

**PERSON SPECIFICATION – RELIEF SUPPORT WORKER**

**Swanway, Gateshead SLS**

| | QUALITIES REQUIRED | How Assessed | Essential or Desirable? |
|---|---|---|---|
| **1** | Ability to demonstrate unconditional positive regard and a warm, respectful and person-centred approach | Interview | Essential |
| **2** | Ability to demonstrate basic insight and understanding into the needs of people with Learning disability or other support needs | Interview | Essential |
| **3** | Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals | Interview | Essential |
| **4** | Written communication skills, sufficient to contribute to a record keeping system | Application & Interview | Essential |
| **5** | Ability to work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative | Interview | Essential |
| **6** | Ability to work safely and responsibly without direct supervision in service user's own home | Interview | Essential |
| **7** | Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks | Interview | Essential |
| **8** | Understanding of the person centred aims and principles of Creative Support and ability to put these into practice | Application & Interview | Essential |
| **9** | Ability to maintain professional boundaries, to liaise in a professional manner with other agencies | Interview | Essential |
| **10** | Ability to demonstrate respect for difference and diversity. | Application & Interview | Essential |
| **11** | Ability to provide emotional and practical support with all aspects of everyday lives. | Application & Interview | Essential |
| **12** | 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 behaviour | Application & Interview | Essential |
| **13** | Possession of relevant social care qualification (e.g. NVQ & Health and Social Care Diplomas) | Application | Desirable |
| **14** | Experience of providing care or support to people with a learning disability, mental health needs and/or autism. | Application & Interview | Essential |
| **15** | Ability to provide respectful personal care and assistance with mobility needs | Interview | Essential |
| **16** | Willingness and ability to work flexibly to meet the needs of the individuals and the service | Interview | Essential |
| **17** | Willingness to attend training courses and events | Interview | Essential |
| **18** | Ability to support service users with their physical health needs of which a degree of physical fitness will be required | Application & Pre-emps | Essential |
| **19** | Willingness to accept feedback and guidance to reflect on practice and to be accountable to service users, colleagues and managers | Interview | Essential |
| **20** | To have a clean driving licence and be willing to drive service users' cars | Application Form | Desirable |

## TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

**Swanway, Gateshead SLS**

### Salary

**£12.85 per hour, plus accrued holiday credit**

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

### 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.