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Senior Support Worker

Reference: 97137

Salford Physical Disabilities 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: 07 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 – SENIOR SUPPORT WORKER
Salford Physical Disabilities Service

Hours: Full time, 37.5 hours per week. To be worked flexibly according to the needs of the service, including evenings, weekends, public holidays, and sleep-in shifts

Responsible To: Deputy Manager/Registered Manager

The Role:
To assist the Registered Manager in the co-ordination and operational management of a physical disabilities and additional support needs supported living service in Salford, ensuring that a high-quality service is maintained at all times. To take delegated responsibility for key functions and tasks, as directed by the Registered Manager, inclusive of coaching and mentoring staff in communication approaches and behavioural management. To ensure high quality support is provided to service users with physical disabilities, autism and complex epilepsy and to deploy staff effectively in line with contractual requirements.

Main Duties

1. To oversee the smooth running of a community supported housing project.

2. To carry out holistic assessments and risk assessments and devise appropriate support plans in full consultation with service users and other agencies.

3. To build and maintain strong links with other agencies, to ensure smooth and effective inter-agency working with an emphasis on culturally appropriate resources within the area.

4. To offer support and supervision to any junior staff or relief staff.

5. To supervise staff in accordance with Creative Support's supervisory policy.

6. To liaise with other team members to ensure that continuity of support and excellent communications are to be maintained at all times.

7. To encourage, support and assist service users in the following areas to maximise and build on their existing skills:

    - Problem solving and life skills
    - Domestic skills
    - Budgeting, benefits, managing personal finances and the paying of bills
    - Nutrition and safety matters
    - Using community resources and facilities
    - Social, leisure and education activities
    - Benefit entitlements
    - Health promotion
    - Personal Care

8. To assist the manager with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities.

9. To be flexible and responsive to the needs of service users as directed by their personal support plan.

10. To offer reassurance and support to service users at times of emotional distress.

11. To actively seek and respond to service user's feedback and implement changes as appropriate.

12. To develop warm and trusting relationships with service users and to encourage them to express their needs, views and concerns.

13. To assist in monitoring service users mental state and their general well being and to inform the manager and other relevant agencies of any concerns or significant changes in their needs and circumstances.

14. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

15. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.

16. To encourage service users to make choices and decisions.

17. To respond flexibly to changing needs under the direction of the Manager.

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

19. To follow health and safety guidelines and to alert the Manager immediately of any concerns in relation to health and safety issues.

20. To ensure that accurate records are kept.

21. To ensure that all financial transactions are promptly and accurately recorded.

22. To contribute to service users reviews through the provision of verbal and written reports and by attending care planning meetings.

23. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Salford 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.

Staff Supervision Duties

1. To work alongside the Registered Manager and (where appropriate) take delegated responsibility for:

- Rostering of staff hours and completion of rota to meet identified needs
- Supervision, management and deployment of staff
- Health and Safety management
- Housing Management function (if applicable)
- Referral and allocation procedures
- Report writing
- Monitoring and evaluation of the service
- Assisting with rotas
- Service User/Tenant participation and consultation process
- Financial and administrative procedure
- Other team functions

2. To ensure compliance with CQC standards and outcomes under the service registration.

3. To participate in the Out of Hour on call duties on a rotational basis.

Other Duties

1. To provide regular verbal and written feedback to the line manager.

2. To accept regular support and supervision from the line manager.

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

4. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.

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

6. To identify training needs in discussion with the line manager and to attend training events and courses as required.

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

8. 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.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Salford Physical Disabilities Service

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Good written and verbal communication skills to contribute to record keeping to an acceptable standard.	Interview	Essential
2	Good interpersonal skills to maximize working relationships with the team and other colleagues	Interview	Essential
3	A good understanding of physical disabilities and equal opportunities	Application & Interview	Essential
4	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way	Application & Interview	Essential
5	A common-sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
6	Ability to work without direct supervision with service users	Application & Interview	Essential
7	Ability to devise appropriate support plans in liaison with service users and other agencies	Application & Interview	Essential
8	An understanding of the aims and principles of Creative Support	Application & Interview	Essential
9	Current knowledge of welfare benefits and ability to ensure tenants receive their maximum entitlement	Application & Interview	Essential
10	At least 2 years' UK experience of working with people with a physical disability and working as a member of a team	Application	Essential
11	Experience of liaising with other agencies and attending multi-agency meetings	Application & Interview	Essential
12	Supervisory experience and/or ability to supervise junior staff including assessing individual needs and developing support plans	Application & Interview	Essential
13	Experience of writing professional reports	Interview	Desirable
14	Possession of DipSW L2 and willingness to complete DipSW L3	Interview	Essential
15	Warm, respectful and positive approach to service users	Interview	Essential
16	Willingness to work flexible hours according to needs of project, inclusive of sleep in duties	Interview	Essential
17	Willingness to attend training courses and events and to participate in regular supervision with line manager	Interview	Essential
18	Willingness and ability to participate in Out of Hour on call duties	Application & Interview	Essential
19	Possession of clean driving license and willingness to drive service user vehicles	Application & Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER

Salford Physical Disabilities Service

Salary:	**Up to £14.05 per hour depending on experience**	
	Point One:	£13.95 per hour
	Point Two:	£14.05 per hour
Please Note: *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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*		

Hours of Work:

Full Time, 37.5 hours per week. To be worked flexibly according to the needs of the service, including evenings, weekends, public holidays, and sleep-ins.

Holidays:

20 days plus 8 statutory days pro rata.

Sleep Ins:

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

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Development Pathway:

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan

Birthday Holiday Bonus:
Contracted 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.

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, 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 you 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 do not pay for the first three 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:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6-month employment. This scheme provides a death in service benefit of 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.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

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.

WeCare Awards:
Recognising dedicated staff across the organisation 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: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable for your service you will be provided with a uniform. The number 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 organisation 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 organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

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.