Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 97139

Levenshulme Autism 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: 08 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

Levenshulme Autism Service

Hours: Zero-hour contract, as required

Responsible To: Relief Staff Team Leader

The Role:

You will provide person centred support for people with learning disabilities and/or autistic spectrum conditions in the Levenshulme area, enabling them to enjoy a fulfilling and valued life, and to participate in the 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 needs, views and concerns.

1.2 Promote the self-esteem, happiness and emotional health of service users.

1.3 Respect service user's right to privacy and ensure that their dignity is maintained.

1.4 Encourage and support service users to express their needs, views and concerns. Enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes. Enable people to contribute to decisions regarding their care, support and activities through verbal and non-verbal communication methods tailored to individual needs.

1.5 Respect and promote the rights and entitlements of people with learning disabilities, and autism spectrum conditions and enable them to participate as fully as possible in communities.

1.6 Support service users in maintaining the safety, security and comfort of their homes.

1.7 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.

1.8 Be responsive to the needs of service users within the framework of their Person-Centred Plans and respond flexibly to changing needs.

1.9 Enable service users to gain independence, confidence and competence in following areas:

- Social skills/relationships
- Personal care & hygiene
- Daily living skills
- Managing money
- Using community resources and facilities
- Social, leisure and work activities
- Self-organisation and coping abilities
- Personal safety

Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

1.10 Support people who express frustrations and needs through challenging behaviour by using appropriate strategies and intervention specified in the Person-Centred Plan.

1.11 Work within management protocols and guidelines for individuals with complex needs.

1.12 Complete CITRUS training including Breakaway and Physical Intervention techniques and to renew this training as and when required.

1.13 Ensure that service users receive advice, care and regular health checks to ensure their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles.

1.14 Support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.

1.15 Support service users in developing a socially valued lifestyle, including culturally and age-appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities.

1.16 Enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

1.17 Assist service users in administration and monitoring of prescribed medication following the Scheme's Medication Policy.

1.18 Observe and monitor service users' emotional and physical wellbeing and to inform the Registered Manager, families and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.19 Take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Registered Manager is informed promptly.

1.20 Follow health and safety guidelines and promptly alert the Registered Manager of Health and Safety concerns.

1.21 Contribute to project records and individual case files.

1.22 Conduct and record financial transactions involving service users within agency guidelines.

1.23 Carry out general administrative duties, housing management tasks and services as required.

1.24 Contribute to person centred reviews, through verbal and written reports and by attending Support Planning meetings.

1.25 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.

General Duties

1.26 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

1.27 Accept support, supervision and guidance from senior colleagues.

1.28 Identify own training needs with line manager and attend training events and courses.

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

1.30 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

1.31 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.

1.32 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

1.33 Take on the role of shift co-ordinator when required.

1.34 Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Levenshulme Autism Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of providing care or support to people with learning disabilities and/or autism spectrum conditions	Application & Interview	Essential
2	Possession of NVQ, Health and Social Care Diploma or other relevant social care qualification	Application	Desirable
3	Degree level qualification	Application	Desirable
4	A warm, respectful and person-centred approach to people learning disabilities, complex needs and autism	Interview	Essential
5	Excellent written, verbal and non-verbal communication skills and the ability to listen sensitively to others	Interview	Essential
6	Knowledge of communication techniques, e.g. Makaton	Interview	Desirable
7	Ability to work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative	Interview	Essential
8	Ability to work safely and responsibly without direct supervision in service user's own home	Interview	Essential
9	A commitment to anti-discriminatory practice and experience of working with people from diverse backgrounds	Interview	Essential
10	Support service users with physical health needs; this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required.	Application, Interview	Essential
11	Willingness to work flexibly, including evenings and weekends to meet the needs of the service	Interview	Essential
12	A clean driving licence and be willing to drive service users' cars	Application	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Levenshulme Autism Service

Pay Structure:

£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.

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.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

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.