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Senior Support Worker

Reference: 97151

Reading Learning 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: 14 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

Reading Learning Disabilities Service

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

Responsible to: Supported Living Coordinator, Area Manager

The Role:

At our service in Reading, we provide excellent care and support to individuals with a range of learning disability and mental health support needs. As Senior Support Worker, you will work alongside the Team Leader to assist with the coordination and delivery of high-quality outcome-focussed, person centred support to tenants. You will be positive about supporting people to increase their independence and ensure that they are at the centre of all decisions made about their lives.

Staff Management:

1. To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved.

2. To co-ordinate and deploy staff resources as efficiently as possible in relation to the needs of clients and the requirements of the service.

3. To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.

4. To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.

5. To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities.

6. To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.

7. To support the Supported living co-ordinator in team meetings.

8. To promote and nurture good practice and to brief staff regarding policy and practice issues.

9. To ensure that staff support service users in ways which are empowering, build confidence and self esteem and maximise independence.

10. To promote commitment to the Positive Behaviour Support model/recovery model and competence in developing Wellness Recovery Action Plans (WRAPS)/Person Centred working practices in collaboration with service users where appropriate.

Care and Support of Service Users:

11. To ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self-esteem, happiness and emotional health.

12. To ensure that staff encourage and support service users in expressing 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.

13. To ensure that staff respect and promote the rights and entitlements of people with mental health needs, and to enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.

14. To ensure that the service supports service users in developing socially valued lifestyles 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 and to sustain an active programme of involvement in such activities.

15. To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the planning of individual support, where this is in accordance with service user preferences.

16. To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

17. To coach staff in the use of appropriate strategies and interventions, as specified by the Person-Centred Plan, to support people who express their frustrations and needs through challenging behaviour. To act as an appropriate role model with regard to issues around authority, personal conflict and responsibility.

18. To ensure that service users receive all necessary advice, care and regular health checks to maintain their physical and emotional wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.

19. To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor.

20. To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

21. To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.

22. To ensure that staff carry out and record all financial transactions involving service users within agency guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.

23. To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.

24. To ensure that the specific needs of service users, who have additional problems, including physical health needs and disabilities, learning disabilities, communication needs, sensory issues, are fully identified, assessed and fully responded to as appropriate.

25. To ensure that all service users have Individual Support Plans which are regularly reviewed and evaluated. To monitor the content, implementation and effectiveness of plans. To ensure that all service users have a key worker and co worker and to act as the nominated key worker as appropriate.

26. To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the project. To ensure that all service users are effectively linked into Care Management mechanisms and have identified statutory Key Workers and Health Care professionals as appropriate.

Project Management and Administration:

27. To support the Supported Living Co-ordinator with the overall quality of the Project and to ensure that it conforms at all times with the service specification and the quality standards and expectations of Creative Support purchasers and stakeholders.

28. To ensure effective joint working with partner agencies and the achievement of agreed service objectives. To ensure that each agency performs its separate responsibilities and that excellent communications are maintained.

29. To ensure that policies and regulations pertaining to fire, environmental health, lone working, general safety and security are understood and adhered to by all staff, tenants and visitors. To promote a high standard of health and safety awareness. To record and investigate accidents and incidents within the Project and to take appropriate follow-up action.

30. To encourage customer feedback, and suggestions for improving services and to promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out. To ensure that the individual rights of service users are respected by staff and that service users are offered access to sources of independent advocacy and advice.

31. To maintain effective administrative procedures and financial control systems in liaison with the Service Manager/Director and the Finance Department. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures'* and to monitor carefully all financial arrangements and transactions.

32. To help develop and participate in monitoring and evaluation procedures. To prepare for and contribute in the formal review of the service at regular intervals. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for clients. To ensure that any quality assurance processes are fully implemented.

33. To ensure that Project accounting, petty cash and basic book-keeping procedures are maintained to the required standards.

34. To ensure that office accommodation and the general working environment is kept to a high standard and that all areas are attractive, clean and well maintained.

Joint Working:

35. To establish and maintain good working relationships with all professionals and services in the relevant area.

36. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.

37. To facilitate the involvement of service users, carers and representatives in the management and development of the Service.

38. To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.

Other:

39. To provide regular verbal and written reports to line manager.

40. To accept regular support and supervision from line manager.

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

42. To comply with and to implement the Equal Opportunities Policy of Creative Support.

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

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

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

46. 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.

47. Any other duties as required.

PERSON SPECIFICATION– SENIOR SUPPORT WORKER

Reading Learning Disabilities Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least two years' experience of providing care and support to people with learning disability and/or mental health needs	Application	Essential
2	Experience of supervising staff and deploying staff resources efficiently to meet the needs of the service	Application	Desirable
3	Possession of a relevant social care or professional qualification	Interview	Essential
4	A warm, respectful and positive approach to working with service users	Interview	Essential
5	Excellent written and verbal communication skills and ability to contribute to record keeping to an acceptable standard	Interview	Essential
6	Conduct support and risk assessments and devise recovery-focused support and risk management plans accordingly	Application & Interview	Essential
7	Collaborate with service users, families, carers, and involved professionals to maximize outcomes for service users	Interview	Essential
8	Experience of liaising with other agencies and attending multi-agency meetings and CPA reviews	Application & Interview	Essential
9	Knowledge of welfare benefits and ability to ensure tenants receive their correct entitlement	Application & Interview	Desirable
10	Promote anti-discriminatory practice and develop a service that is welcoming to all service users	Interview	Essential
11	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
12	Ability to support service users with their mobility and physical health needs, for which a degree of physical fitness will be required	Application & Interview	Essential
13	A clean driving license and ownership of a car or willingness to acquire a car and willingness to use the car for business purposes	Application & Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER
Reading Learning Disabilities Service

Salary:	**Up to £13.45 per hour**	
	Point One:	£13.35 per hour
	Point Two:	£13.45 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 hours: 37.5 hours per week. Hours to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to the needs of the service.

Holidays:
20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:
All 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:
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 your 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 pay SSP 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 way of donating from your pay on a regular basis to any registered charities.

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.

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.