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Senior Support Worker

Reference: 84529

Reading Supported Living 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: 16 December 2026

Once you have submitted your application form 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

JOB DESCRIPTION – SENIOR SUPPORT WORKER

Reading Supported Living Service

Hours: Full time (37.5 hours per week) and part-time opportunity, to be worked flexibly according to the needs of the service, and may include evenings and weekends

Responsible to: Deputy Manager and Registered Supported Living Manager

The Service:
Working in collaboration with the Deputy Manager and Registered Supported Living Manager you will support with the coordination of the support of up to 10 people with learning disabilities, autism and mental health needs at our brand-new service in Reading.

Working with the team at the service, you will ensure the delivery of high-quality person-centred care meeting all CQC standards and contract requirements and that this can be demonstrated through comprehensive quality and contracting monitoring processes. The service will offer an empowering model of support which enables people to lead fulfilling and valued lives, maintain their tenancies, participate in their local community, develop independent living skills and achieve their personal goals and desired outcomes.

Responsibilities:

1. Support the Deputy Manager and Registered Supported Living Manager with the smooth running of the team and service, ensuring to continuously improve and develop appropriate support plans in full consultation with the people we support and other agencies.

2. Ensure all people we support receive high quality, individualised, person-centered support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as far as possible.

3. Build and maintain strong links across a variety of the services, with other agencies, to ensure smooth and effective inter-agency working.

4. Provide mentorship, support, supervision and guidance for the staff team working within the service.

5. Actively seek and respond to stakeholder feedback and implement changes as appropriate.

6. Work with other senior staff to ensure the best and most efficient deployment of staff across all Reading services.

7. Encourage, support and assist people we support in the following areas to maximise and build on their existing skills:
   - Problem solving and life skills
   - Domestic skills
   - Personal Care
   - Budgeting
   - Nutrition
   - Fulfilling hopes and dreams
   - Using community resources and facilities

- Emotional and wellbeing support
- Social, leisure and education activities
- Health promotion

8. Develop warm and trusting relationships with people supported and to encourage them to express their needs, views and concerns.

9. Work alongside management and (where appropriate) take delegated responsibility for:
- Health and safety aspects
- Housing management issues
- Monitoring and evaluation of the service
- Supervision and management of staff
- Assisting with Rotas
- Financial and administration procedures
- Carrying out direct Observations / assessing of competency with of staff
- Support with auditing processes
- Any other team functions

10. Respect the right to privacy and to ensure that the dignity of people we support is maintained at all times.

11. Enhance the confidence and coping abilities of people we support through encouragement and positive feedback.

12. Encourage people we support to make choices and decisions and fulfill their dreams and aspirations.

13. Respond flexibly to changing needs under the direction of the Deputy Manager and Registered Manager.

14. Take appropriate action in the event of unforeseen emergencies, ensuring that the Manager is promptly informed.

15. Ensure that accurate records are kept and that all financial transactions are promptly and accurately recorded.

16. Contribute to people we support's reviews through the provision of verbal and written reports and by attending care planning meetings.

17. Ensure that vulnerable adults and children are safeguarded from harm

18. Ensure compliance with CQC standards and outcomes under the service registration and support the Registered Managers and Support coordinators to prepare for inspection.

19. To work towards relevant Diploma qualification.

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

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

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

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

24. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support people with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

25. Any other duties required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER

Reading Supported Living Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach	Interview	Essential
2	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals	Interview	Essential
3	Ability to engage with people we support, to develop and sustain warm and trusting relationships	Interview	Essential
4	Experience of supporting people with learning disabilities and an understanding of their needs	Application & Interview	Desirable
5	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
6	Ability to work safely and responsibly without direct supervision in people's own homes and in the community	Interview	Essential
7	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of people we support	Interview	Essential
10	Ability to provide emotional and practical support to people we support	Interview	Essential
11	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
13	Ability to support people with their physical health needs, where degree of physical fitness may be required	Application, & Interview	Desirable
14	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Desirable
15	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)	Application & Interview	Desirable
16	The ability to supervise junior staff and to deputise for the Deputy Manager as well as provide on the job coaching	Application & Interview	Essential
17	Experience of supporting people with complex health needs (PEG / Epilepsy)	Application	Desirable
18	Possession of NVQ / DipSW or other relevant social care qualification	Application	Essential
19	Willingness and ability to work flexibly to meet the needs of the service and participate in Out of Hour on call duties	Application & Interview	Essential
20	Willingness to accept feedback and guidance and to attend training courses and events	Interview	Essential
21	Possession of clean driving license and willingness to drive vehicles owned by the people we support	Application & Interview	Desirable

TERMS AND CONDITIONS –SENIOR SUPPORT WORKER
Reading Supported Living Service (RG2)

Salary:	**Up to £14.50 per hour**	
	Point 1:	£14.25 per hour / £27, 787.50 per annum
	Point 2:	£14.50 per hour / £28,275.00 per annum
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.*		

Hours of Work:
Full time – 37.5 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Holidays:
20 days plus 8 statutory days (pro rata).

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.

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.

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:
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 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 times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times 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 the 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 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 amount of uniforms that are provided will be dependent 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.