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Female Senior Support Worker

Reference: 88495

Hattersley, Tameside Extra Care Services

***Gender is considered to be an occupational requirement* – Equality Act 2010**

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: 30th November 2026

Once you have submitted your application form allow *14 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 candidates are subjected to enhanced DBS checks

JOB DESCRIPTION – FEMALE SENIOR EXTRA CARE SUPPORT WORKER

Hattersley, Tameside Extra Care Services

Hours: Part time (30 hours) or full-time hours (37.5 hours per week) to be worked flexibly according to the needs of the extra care services. It is a core expectation that you will be based at the service, will work early shifts, evening shifts and on weekends to the needs of the service.

You will provide direct care and support for the majority of your role within a small defined number of off rota hours for your additional senior duties.

Responsible to: Registered Manager and Deputy Manager

The Service:

The service focuses on providing integrated, holistic care and support to older people with care and support needs. Needs may include dementia, mental health needs, physical disabilities, learning disabilities and complex health needs. The scheme consists over ninety one and two bedroom self-contained apartments, with a proportion of individuals receiving a care service.

The Role:

1.1 The main focus on the role is **primarily to provide direct care and support to service users** along with our care workers on a rota basis, but to **hold additional senior duties** to assist the onsite Team Leader and wider management team.

1.2 Assist service users with activities of daily living including shopping, meal preparation, domestic tasks, laundry and ironing, finance management and participation in community activities.

1.3 Provide direct respectful and dignified personal care, including support service users with washing, dressing and toileting.

1.4 With support from the Team Leader and Registered Manager you will ensure that CQC care standards are met and the highest level of customer service is provided.

1.5 Lead shifts, ensuring the support staff effectively meet the needs of clients and promote a positive atmosphere within the scheme.

Senior Carer Duties

2.1 Maintain a person centred and flexible service that promotes privacy, dignity, independence and preferences of clients.

2.2 Match staff to clients, taking account of their needs, preferences (including gender preferences), interests and lifestyle. Ensure that clients with complex needs have a Key Worker with the appropriate skills and personal qualities.

2.3 Assist the Team Leader in ensuring that clients have regularly reviewed and evaluated person centred care plans. Monitor content and implementation of plans and satisfaction of clients with their planned and delivered care. Ensure that the service is appropriate and responsive to the changing needs and preferences of clients.

2.4 Ensure that clients receive appropriate, high quality care and support to meet their needs, drawn from internal and external services available.

2.5 Ensure that clients maintain existing skills and that staff promote reablement and maximises independence.

2.6 Ensure appropriate 24 hour response in the event of emergencies and requests for assistance via emergency alarm/pull cord system or other means. Ensure that staff understand their duty of care in respect of medical and other emergencies and are confident in contacting emergency and on-call services.

2.7 Ensure that clients are supported in managing their physical and emotional wellbeing and meeting their health care needs. Ensure that clients receive prompt medical attention for physical or mental health concerns. Promote regular health care checks and effective management of long-term health conditions. Enable clients to make healthy lifestyle choices and stay active and engaged with others.

2.8 Ensure client support with ordering, taking and storing prescribed medication. Liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported. Ensure that medication ordered on behalf of clients is checked, recorded and safely stored. Ensure that staff are competent in supporting clients with medication, that they encourage clients to self-medicate where possible and that where direct assistance is required staff follow guidelines for administration and recording outlined in the client's prescription, their Care Plan and Creative Support's Medication Policy.

2.9 Enable clients to plan and experience dignified, comfortable and person centred end of life care which meets their preferences and cultural, spiritual and other needs.

2.10 Promote warm, respectful and trusting relationships with clients and families and encourage them to express needs, views and concerns. Ensure involvement of families in planning and reviewing care and support according to client preferences.

2.11 Ensure that staff respect individual rights and entitlements of clients and ensure that people requiring external advice, representation and advocacy are referred to appropriate services.

2.12 Ensure positive promotion of the scheme and client use of community resources and integration into the community. Promote an atmosphere which is tolerant, inclusive and free from racism, discrimination, bullying and harassment and encourage respect for human rights, difference and diversity.

2.13 Encourage assistive and personal technologies to increase independence and enhance quality of life. Ensure that emergency buzzers, pull cord/pendant alarm systems, assistive technologies/telecare and mobility aids/equipment are inspected and fully functioning and that staff and clients are trained in their use. Ensure that relevant contact numbers are accessible to staff to report faults with systems/equipment.

2.14 Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Tameside Council's safeguarding policy and procedures and immediately report concerns regarding vulnerable adults or children to the Council, the Extra Care Coordinator, Registered Manager and the Duty/On Call Manager.

2.15 Assist the Team Leader in encouraging customer feedback and suggestions for improving services and promote a positive attitude to complaints. Ensure that complaints are investigated in line with Creative Support procedures and that timely and appropriate action is taken.

2.16 Maintain excellent working relationships with professionals and services in Tameside. Maintain excellent communication and partnership working with colleagues and stakeholders. Contribute towards effective joint working by maintaining high standards of communication and by participating in working groups and fora.

Staff Management Duties

3.1 Guide support staff to ensure that the highest levels of performance and standards of work are achieved during shift leading, ensuring that the service is delivered in accordance with individual care plans, the contract specification and CQC requirements.

3.2 Potential to undertake additional staff management duties, which could include co-ordinating staff efficiently and flexibly to meet identified needs and plan rotas fairly at least 4 weeks in advance, as well as monitoring and assessing attendance, reliability, performance, values and competence of staff through supervision, direct observation and feedback from clients and stakeholders.

3.3 Assist the Team Leader in monitoring staff training needs and booking training courses as and when required.

3.4 Ensure that staff are committed to the core values, specification and expected outcomes of the Extra Care Service and Creative Support.

3.5 To partake in providing a 24 hour local on-call service along with your senior colleagues. This includes completing on call on evenings, weekends and bank holidays. You will be part of a local on call rota that is allocated fairly and flexibly amongst the senior team.

3.6 Ensure the services operate a full verbal and written handover between each shift to aid effective essential communication.

3.7 Ensure that there is a shift coordinator in place very shift to ensure effective coordination

General Duties

4.1 Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

4.2 Accept support, supervision and guidance from senior colleagues.

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

4.4 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

4.5 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.

4.6 Identify own training needs in discussion with line manager and attend training events and courses as required.

4.7 Any other duties as required.

JOB DESCRIPTION – FEMALE SENIOR EXTRA CARE SUPPORT WORKER
Hattersley, Tameside Extra Care Services

	REQUIRED QUALITIES & KNOWLEDGE	How Assessed	Essential/ Desirable
1	Care experience, skills and knowledge in services for older people, people with dementia, mental health needs, physical disabilities and/or learning disabilities	Application & Interview	Essential
2	Experience of supervising and being a role model to staff and plan rotas to meet the needs and preferences of service users	Application & Interview	Desirable
3	A warm, person centred and respectful approach to working with older people	Interview & Application	Essential
4	Ability to assess needs and devise and implement outcome focused care/support plans	Application & Interview	Desirable
5	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Interview	Essential
6	Skills and confidence in networking and developing partnerships with external colleagues and agencies	Interview	Desirable
7	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
8	Ability to produce high quality written reports within deadlines	Application & Interview	Essential
9	Excellent IT skills with the ability to contribute to a computerised record keeping system	Application	Essential
10	Working knowledge of computer applications and ability to use computerised record keeping system	Application	Essential
11	A commitment to equal opportunities and the promotion of anti-discriminatory practice	Application & Interview	Essential
12	Willingness to work flexible hours to meet the needs of the service	Application & Interview	Essential
13	To have NVQ Level 2 as a minimum and be committed to undertaking NVQ level 3.	Application & Interview	Essential
14	You will be part of a local on call rota that is allocated fairly and flexibly amongst the senior team.	Interview	Essential

JOB DESCRIPTION – FEMALE SENIOR EXTRA CARE SUPPORT WORKER
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Salary:	**Up to £14.05 per hour**
	Point One – £13.95 per hour (FTE - £27,202.50)
	Point Two – £14.05 per hour (FTE - £27,397.50)
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:
Part time (30 hours per week) Full time (37.5 hours per week) including weekends and public holidays to be worked according to the needs of the service. The role will involve full majority of time spent on rota working in terms of providing direct care and support to service users. Only a small proportion of off rota hours will be allocated as required.

Holidays:
20 days per annum plus eight 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.

Birthday Holiday Bonus:
You will be 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. This bonus will only come into effect in the leave year after two full years' service. 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.

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 pays statutory sick pay for the first three working 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 on 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 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 basis 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.