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Relief Support Worker

Reference: 88508

Reading Learning Disability Services

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: 2nd December 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 – RELIEF SUPPORT WORKER

Reading Learning Disabilities Services

Hours: As required on a zero-hour basis (flexible: to include evenings, nights, weekends and public holidays according to the needs of the service).

Accountable to: Service Manager and senior colleagues

The Role:

You will be supporting tenants with a learning disability living in supported living services to enjoy an excellent quality of life, wellbeing and opportunities for personal development. The services 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. As well as providing direct care and support, you will have the opportunity to act as a Key Worker supporting people to achieve their dreams and goals.

1. Care and Support

1.1 To develop and sustain warm and trusting relationships with service users.

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

1.3 To respect the person's right to privacy and ensure that their dignity is maintained at all times.

1.4 To encourage and support service users in expressing needs, views and concerns. To enable service users to make choices and decisions and to participate in planning and decision-making processes.

1.5 To support service users to express their personal identity, including gender and sexuality.

1.6 To respect and promote the human rights and entitlements of people with learning disabilities and enable them to participate in their communities as active citizens, enjoying the same rights as others. To support service users to access independent advice and advocacy when needed and to signpost/refer to external agencies as required.

1.7 To be responsive to the needs of service users in accordance with their Personal Support Plans and to respond flexibly to changing needs.

1.8 To provide respectful and dignified personal care in accordance with individual care plans.

1.9 To enable and empower service users to gain independence, confidence and competence in the following areas:

- Personal care and hygiene
- Improving and maintaining health and wellbeing
- Daily living skills
- Budgeting and paying bills
- Social skills/relationships
- Using community resources and facilities
- Social, leisure and work activities
- Finding and sustaining voluntary or paid employment

- Self-organisation and coping abilities
- Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback. To build on individual strengths, interests and assets. Where service users are unable to carry out tasks for themselves (such as housework, shopping, cooking, laundry, etc) to carry these out on their behalf with regard for their preferences. To promote the service user's active involvement and capacity for self-management when undertaking any tasks and to always seek to develop their skills and confidence and their enjoyment of everyday activities.

1.10 To ensure that service users attend all health appointments and receive advice, care and regular health checks to ensure their physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.

1.11 To communicate with service users in their preferred manner and to follow communication passports and guidelines.

1.12 To support service users in developing a socially valued life, which includes culturally and age-appropriate experiences, building on their strengths, interests and aspirations. To enable people to access social, leisure, education, training and employment opportunities.

1.13 To support service users to build and maintain their relationships with family and friends and to develop their informal support network.

1.14 To provide a culturally sensitive and appropriate service to service users from diverse backgrounds and to support people to observe their chosen faith and maintain cultural connections.

1.15 To support people who express their needs through behaviour that challenges services by using appropriate supportive strategies and interventions as specified by Positive Behaviour Support Plans.

1.16 To assist and support service users in the ordering, administration and monitoring of prescribed medication following Creative Support's Medication Policy and local guidelines.

1.17 To support service users to enjoy a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene and to support service users to store and prepare food safely.

1.18 To enable service users to maintain their homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain their independence.

1.19 To support service users to maintain a positive and purposeful routine and lifestyle which enables their personal development.

1.20 To ensure that the assessed needs of people with physical and sensory disabilities are met and to provide safe and appropriate personal care and support to meet health needs. This may involve undertaking delegated health care tasks in accordance with agreed plans and guidelines.

1.21 To support service users to travel with confidence on public transport and where appropriate to drive service user vehicles.

1.22 To act as the nominated Key Worker for a number of service users. To carry out this role diligently and proactively and to hold regular key worker meetings.

1.23 To plan and contribute to service users' Person-Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To enable the service user's views and wishes to be at the heart of decision making.

1.24 To devise Activity Plans to meet the identified needs and preferences of service users and to organise and to undertake activities in accordance with agreed Activity Plans, risk management guidelines and financial protocols. To ensure the safety of service users when undertaking activities inside the home and in the community and to promote their enjoyment and personal development whilst participating in activities.

1.25 To support service users to plan short breaks and holidays and to accompany them on outings and holidays at their request, where support is required.

1.26 To observe and monitor service users' emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances, exercising a strong 'Duty of Care' to vulnerable service users.

1.27 To ensure that the safety and welfare of service users is paramount and to report any poor practice to your manager, whether relating to colleagues, external agencies or others.

1.28 To ensure that all incidents, accidents and safeguarding concerns are reported in a timely manner, in accordance with agency and Local Authority requirements. To ensure that any agreed follow up actions or protection measures are implemented.

1.29 To take appropriate action in the event of emergencies, ensuring that emergency services are called as required and that the Team Leader, Registered Manager and the Out of Hours Team are informed promptly.

1.30 To follow health and safety, fire safety, food safety and infection control guidelines and policies. To alert your manager to any health and safety concerns. To carry out and document daily and weekly health and safety checks within agreed timescales.

1.31 To contribute to project records and individual case files.

1.32 To conduct and record financial transactions involving service users within agency guidelines.

1.33 To carry out general administrative duties, housing management tasks and services as required.

1.34 To fulfil the Shift Coordinator role when required by co-ordinating the shift, giving direction and support to other staff, leading by example and ensuring the smooth running of the service in line with service user needs and their Care Plans and Activity Plans. This will include accountability for maintaining agreed appointments and support commitments as well as following up issues and concerns.

1.35 To contribute in a helpful and welcoming manner to the induction of new staff, students and agency support staff following the local induction procedure.

1.36 To contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.

1.37 To communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.

1.38 To respond positively and quickly to complaints or feedback from service users, their families, or others. To acknowledge and record all complaints in the complaints file. To ensure that the complaints procedure is followed and that your manager and Head Office is informed.

1.39 To drive service user and company cars as appropriate (and if in possession of a current driving licence).

2. General Duties

2.1 To positively 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 the company.

2.2 To accept support, supervision and guidance from senior colleagues and to participate positively in appraisals, team meetings and company events.

2.3 To carry out all work in an accountable manner consistent with the aims of the service, the contract specification and the service principles adopted by Creative Support.

2.4 To ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and guidelines, including the Health & Safety at Work Act
- Equal Opportunities policies
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, your line manager, Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Active prevention and control of infection
- Principles of the Mental Capacity Act
- Principles of the Care Act
- All Creative Support policies, procedures and guidelines for best practice

2.5 To support service users with mobility needs, including moving and handling and using hoists.

2.6 To identify own training needs in discussion with line manager and to attend training courses and events as required. To complete training assignments and e-learning courses as required.

2.7 To undertake other tasks as required on instruction from or on behalf of the Team Leader, Registered Manager.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Reading Learning Disabilities Services

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate basic insight and understanding into the needs of people with learning disabilities	Interview	Essential
5	Written communication skills, sufficient to contribute to a record keeping system	Interview	Essential
6	Ability to work constructively and co-operatively as part of a team	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Interview	Essential
11	Ability to demonstrate respect for difference and diversity	Interview	Essential
12	Ability to provide emotional and practical support to service users	Interview	Essential
13	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours.	Interview	Essential
14	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
15	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
16	Experience of providing care, support or other services to people with a variety of needs	Application & Interview	Essential
17	Experience of supporting people with learning disabilities	Application & Interview	Essential
18	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
19	Possession of NVQ or other relevant social care qualification.	Application & Interview	Desirable
20	Warm, respectful and positive approach when working with service users	Application & Interview	Essential
21	Willingness to work flexible hours according to needs of agency and service users	Application & Interview	Essential
22	Willingness to attend training courses and events	Application & Interview	Essential
23	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Application & Interview	Essential
24	To have a clean driving licence and access to a car	Application & Interview	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Reading Learning Disabilities Services

Salary:	**£12.85 per hour, plus rolled up holiday pay**
Please Note: *National Minimum Wage (£12.71 per hour) will be paid when completing training*	

Hours of Work:

As required, zero-hour contract.

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.

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.

Sickness Policy:

You will not be entitled to company sick pay.

Sona App:

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.