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Support Worker

Reference: 88518

Bury Intensive Support 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: 3rd 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 – SUPPORT WORKER

Bury Intensive Support Service

Hours: Full time (37.5hrs) to be worked flexibly according to a rota and to include evenings, weekends, public holidays and sleep-in shifts in line with the needs of the service.

Responsible to: Support co-ordinator, Service Manager and Service Director

The Role:

The Intensive Support Service has been developed to provide a bespoke supported living services in the Bury/Heywood area of Greater Manchester to adults over the age of 18 with learning disabilities, autism and mental health needs and complex needs. The service operates 24/7 under a trauma-informed and case management model of care, and adults accepted into the service are identified through the Transforming Care agenda.

As a Support Worker, you will work under the direction and support of the support co-ordinator and service manager. Your role will involve supporting residents with household tasks such as shopping, cooking and baking, and helping them to meet personal care needs and goals.

Staff members recruited will initially be required to work dynamically between the Registered Office, service and current care provision to ensure service users experience a well-planned transition into their new home.

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, autism and mental health needs 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 individual needs of service users within the framework of their Integrated Support Plans to respond flexibly to changing needs.

1.8 To enable and empower service users to gain independence, confidence and competence in 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.

1.9 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.

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

1.11 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.

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

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

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

1.16 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.

1.17 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.

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

1.19 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.

1.20 To support service users to travel with confidence on public transport

1.21 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.

1.22 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, positive behavioural support 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.

1.23 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.

1.24 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.

1.25 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.

1.26 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.

1.27 To follow health and safety guidelines and alert your manager to any health and safety concerns.

1.28 To carry out daily and weekly health and safety checks within agreed timescales and to report any safety concerns.

1.29 To contribute to project records and individual case files.

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

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

1.32 To contribute to the induction of new staff, students and agency support staff following the local induction procedure.

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

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

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

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

1.37 To undertake other tasks as required on instruction from or on behalf of senior staff.

Person Centred Behavioural Support:

1.38 To work within the principles of positive behavioural support at all times in a person centred and therapeutic way.

1.39 To follow positive behaviour support principles and guidelines at all times, using preventative strategies and positive approaches. Using reactive strategies once trained as a last resort to ensure the safety of service users and others.

1.40 To work in a highly compassionate and sensitive way in particular when individuals exhibit signs of acute distress, changeable or low mood and to monitor individuals risks following risk management and contingency plans.

1.41 To create excellent written records which could stand up to scrutiny, ensuring you complete incident reports with support from you Line Manager, detailing any incident behavioural or otherwise. To ensure that all incidents are uploaded to our Airtable reporting system and to take part in debriefs with senior staff following incidents having taken place.

1.42 To attend group meetings with members of the Complex Care Team to review support provided and incidents that have taken place to support staff to remain emotionally resilient and supportive following challenging events.

1.43 To attend team and group meetings regarding identified service users and use these as opportunities to explore intricacies of individuals lives, behaviour, activities, choices, opportunities and outcomes. To create excellent key working records to be shared with local clinical teams and managers to ensure genuine opportunities for change for individuals to take place.

1.44 To take part in reviewing integrated support plans with your Line Manager and identified service user to ensure support plans fully reflect the needs of the individual and their identified goals and outcomes.

1.45 To closely adhere to the Behaviour Management Guidelines as defined by the Complex Care Practitioner and Multi-Disciplinary Team. To be part of a core team of staff working with a group of service users providing consistent, predictable support at all times.

2. General Duties:

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

2.2 Accept support, supervision and guidance from senior colleagues.

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

2.4 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

2.5 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.

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

2.7 Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Bury Intensive Support Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Experience of supporting people with learning disabilities	Application & Interview	Essential
2	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with learning disabilities, mental health needs and complex needs	Interview	Essential
3	A warm and person-centred approach	Interview	Essential
4	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
5	Good verbal communication and listening skills	Application & Interview	Essential
6	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
7	Possession of a relevant vocational qualification (such as NVQ, Health & Social Care Diploma or equivalent)	Application and post-interview checks	Desirable
8	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
9	Well motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
10	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
11	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
12	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
13	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
14	Ability to work without direct supervision and to use own initiative	Interview	Essential
15	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 behaviour inclusive of the implementation of intervention techniques (with training) when required.	Application & Interview	Essential
16	Ability to be trained and use positive response breakaway and physical intervention techniques if and when required. Applicants must be physically fit and able to perform these techniques in line with the techniques requirements.	Application Form, Pre-emp Forms & Interview	Essential
17	Ability to work in a calm, patient, sensitive manner at a pace appropriate to the needs of the individual.	Interview	Essential

18	Willingness to learn and follow helpful approaches, interventions in working with people with learning disabilities.	Application & Interview	Essential
19	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc).	Application & Interview	Desirable
20	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
21	Punctual and reliable	Interview and post-interview checks	Essential
22	Willingness to work flexibly to meet the needs of the service	Interview	Essential
23	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

TERMS AND CONDITIONS – SUPPORT WORKER
Bury Intensive Support Service

Salary:	**£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.*	

Hours of Work:
Full time (37.5 hours per week) to be worked flexibly according to a rota and to include evenings, weekends, public holidays and sleep-in shifts in line with the needs of the service.

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. An additional payment will be made for sleep in shifts.

Holidays:
20 days plus 8 statutory days pro rata.

Part Time Work:
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

Birthday Holiday Bonus:
Contracted 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.

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.

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 pays Statutory Sick 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 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 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 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 an 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.