Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS
Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Support Worker

Reference: 90741

Wellingborough, Northamptonshire Services LD

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: 18 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 employees are subject to enhanced DBS checks.

JOB DESCRIPTION – SUPPORT WORKER
Northamptonshire Services LD

Hours: 37.5 hours per week, full time. Part-time will be considered (minimum of 15 hours per week). To be worked according to the needs of the service, including, weekends, sleep in duties and public holidays

Responsible To: Registered Manager, Support Coordinator, and other Senior colleagues

The Role:
You will provide person-centred care and support in all aspects of daily life, helping service users engage in community activities and maintain their independence. Your role will involve positive communication and engagement, demonstrating unconditional positive regard for those you support. Working within a positive behaviour support framework, you will take responsibility and grow in confidence as a skilled practitioner. Adhering to agreed guidelines and fostering a supportive team ethos is essential.

Main Responsibilities/Duties:

1. Develop and sustain warm and trusting relationships with service users.

2. Promote self-esteem, happiness and emotional health of service users.

3. Respect the person's right to privacy and ensure that their dignity is maintained at all times.

4. Encourage and support service users in expressing needs, views and concerns. Enable service users to make choices and decisions and to participate to the fullest in planning and decision-making processes.

5. Respect and promote the rights and entitlements of people with learning disabilities, and enable them to participate in their communities.

6. Be responsive to the needs of service users in line with Person Centred Support Plans and respond flexibly to changing needs.

7. Enable service users to gain independence, confidence and competence in following areas:
    - Social skills/relationships
    - Personal care and hygiene
    - Daily living skills
    - Using community resources and facilities
    - Social, leisure and work activities
    - Self-organisation and coping abilities
    - Personal safety

8. Achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

9. Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies and interventions specified by Person Centred Plans.

10. Monitor, review and evaluate protocols for people with complex needs in line with person centred plans.

11. Ensure that service users receive advice, care and regular health checks to ensure their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles.

12. Support service users in developing a socially valued lifestyle, including culturally and age-appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities.

13. Assist service users in the administration and monitoring of prescribed medication following the Scheme's Medication Policy.

14. Observe and monitor service users' emotional and physical wellbeing and inform staff and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

15. Take appropriate action in the event of emergencies, ensuring that the Supported Living Manager and other managers are informed promptly as required.

16. Follow Health and Safety guidelines and alert the line Manager of Health and Safety concerns.

17. Contribute to project records and individual case files.

18. Conduct and record financial transactions involving service users within agency guidelines.

19. Carry out general administrative duties, housing management tasks and services as required.

20. Contribute to service users' reviews, through verbal and written reports and by attending Support Planning meetings.

21. Communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.

22. Complete quality audits as required for medication, finances, tenant's documentations and other key areas and escalate any issues or concerns to the appropriate manager.

23. To undertake tasks as required on instruction from, or on behalf of, the Supported Living Manager and/or other management.

General Duties:

24. 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.

25. Accept support, supervision and guidance from colleagues.

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

27. 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

28. Support service users with physical needs, including moving and handling and using hoists if required.

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

30. Take a leading role in being a dedicated key worker for you specified client, ensuring commitment supporting those we work with to achieve outcomes.

31. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
01	At least one year's experience in supporting people with learning disabilities	Application	Desirable
02	Possession of NVQ or other relevant social care qualification or willingness to work towards if successful	Application	Desirable
03	Degree level qualification	Application	Desirable
04	A warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
05	Excellent verbal and written communication skills and ability to listen sensitively to others	Interview	Essential
06	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
07	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
08	Demonstrate initiative, self-motivation and resourcefulness and being proactive within the role in order to meet requirements	Interview	Essential
09	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
10	Knowledge of communication techniques (e.g. Makaton, PECS, TEACCH System)	Application & Interview	Desirable
11	Support people with physical health needs. This may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required	Application & Interview	Essential
12	Willingness to work flexibly to meet the needs of the service	Interview	Essential
13	A clean, valid driving licence and access to a car or willingness to travel to other destinations as required for training, meetings and other work-related activity as required.	Application & Interview	Desirable
14	Must be able to work towards deadlines as a team player and independently with strong team building skills.	Application & Interview	Desirable

TERMS AND CONDITIONS – SUPPORT WORKERS
Northamptonshire Services LD

Salary: £12.85 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.*

Holidays:
20 days plus 8 statutory days pro rata.

Hours of Work:
37.5 hours per week, full time. Part-time will be considered (minimum of 15 hours per week). To be worked according to the needs of the service, including, weekends, sleep in duties and public holidays.

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.

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:
You will be permanently 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 do not 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 number 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.