Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 90750

Cannock Learning Disability 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: 24 November 2026

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

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 very much look forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

Please note that all employees are required to complete an enhanced DBS check

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Cannock Learning Disabilities Service

Responsible to: Relief Staff Team Leader

The Role:
To provide individualised person centred support to people with learning disabilities living in their own homes or in supported housing; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Main Responsibilities/Duties

1. To develop and sustain warm and trusting relationships with service users. To promote the self-esteem, happiness and emotional health of service users.

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

3. To encourage and support service users in expressing their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision making processes.

4. To respect and promote the rights and entitlements of people with learning disabilities, and to enable them to participate as fully as possible in their communities.

5. To be responsive to the individual needs of service users within the framework of their Person Centred Plans and to respond flexibly to changing needs.

6. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

- Social skills/relationships
- Personal care & hygiene
- Daily living skills
- Using community resources and facilities
- Social, leisure and work activities
- Self-organisation and coping abilities
- Personal safety

To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

7. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified by the Person Centred Plan.

8. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

9. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.

10. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

11. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

12. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

13. To take appropriate action in the event of unforeseen emergencies, ensuring that the Unit Business Manager and the Team Leaders is informed promptly.

14. To follow Health and Safety guidelines carefully and to alert the Unit Business Manager immediately of any concerns in relation to Health and Safety issues.

15. To contribute to project records and individual case files. To carry out and record all financial transactions involving service users within agency guidelines.

16. To carry out general administrative duties, housing management tasks and services as needed

17. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Other

18. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

19. To provide regular verbal and written reports to colleagues. To accept support, supervision and guidance from senior colleagues.

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 comply with and to implement the Equal Opportunities Policy. To maintain confidentiality at all times, in accordance with the agreed policy.

22. To identify training needs in discussion with 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. To take on the role of shift co-ordinator when required.

25. 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 and may involve supporting people with personal care needs

26. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

27. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER
Cannock Learning Disabilities Service

	QUALITIES REQUIRED	How Assessed	Essential/ 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. Good written communication skills	Application & Interview	Essential
3	Ability to demonstrate basic insight and understanding into the needs of people with learning disabilities	Interview	Essential
4	Ability to provide a basic understanding about the principles of Valuing People	Interview	Essential
5	Ability to work constructively and co-operatively as part of a team and ability to demonstrate initiative and self-motivation	Interview	Essential
6	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
7	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
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to provide emotional and practical support to service users and to demonstrate respect for difference and diversity	Application & Interview	Essential
10	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
11	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
12	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
13	Experience of providing care, support or other services to people with a variety of needs	Application Form	Essential
14	Experience of supporting people with learning disabilities	Application Form	Essential
15	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
16	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
17	Willingness to work flexible hours according to needs of agency and service users and to attend training courses and events	Interview	Essential
18	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
19	To have a clean driving licence and access to a car	Application Form	Desirable
20	Ability to support service users with their physical health needs, for which a degree of physical fitness will be required	Application, Pre-Emps & Interview	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Cannock Learning Disabilities Service

Pay Structure:

£12.85 per hour plus rolled up holiday pay.

Hours of Work:

As required

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.