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Acting Senior Support Worker

Reference: 90752

Middlesbrough Floating Support 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

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

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

JOB DESCRIPTION – SENIOR SUPPORT WORKER

Middlesbrough Floating Support Service

Hours: 37.5 hours per week to be worked flexibly on a rota, including evenings, weekends, and bank holidays to meet the needs of the service.

Responsible to: Service Manager

The Role:

To assist senior management team in the co-ordination and operational management of the Middlesbrough Floating Support Service, ensuring that a high quality of service is maintained at all times. To take delegated responsibility for key functions and tasks, as directed by senior staff. To ensure support is provided to service users with complex mental health and disability needs, with a view to increasing independence for a move onto less supported or independent accommodation and to maintain current levels of functioning. The role includes working within supported accommodation settings and community support in people's own homes.

Management Duties:

1. To be flexible and responsive to the needs of service users as directed by their personal support plan.

2. To carry out assessments and devise appropriate support plans in full consultation with service users and other agencies.
3. To work alongside the management team to ensure standards are maintained.

4. To work with the managers to ensure all voids are appropriately allocated and kept to a minimum.

5. To build and maintain strong links with other agencies, to ensure smooth and effective inter-agency working with an emphasis on culturally appropriate resources within the area.

6. To offer support and supervision to any junior staff or relief staff.

7. To supervise staff in accordance with Creative Support's supervision policy.

8. To liaise with other team members to ensure that continuity of support and excellent communications are maintained at all times.

9. To encourage, support and assist service users in the following areas to maximise and build on their existing skills:
    - Problem solving and life skills
    - Domestic skills
    - Budgeting, benefits, managing personal finances and the paying of bills
    - Nutrition and safety matters
    - Using community resources and facilities
    - Social, leisure and education activities
    - Benefit entitlements
    - Health promotion

- Personal Care

10. To assist the managers with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities. To deputise for the Managers at specified locations and in the Manager's absence.

11. To contribute to service users reviews through the provision of verbal and written reports and by attending care planning meetings.

12. To offer reassurance and support to service users at times of emotional distress.

13. To actively seek and respond to service users' feedback and implement changes as appropriate.

14. To develop warm and trusting relationships with service users and to encourage them to express their needs, views and concerns.

15. To work alongside the managers and (where appropriate) take delegated responsibility for:

- Health and Safety aspects
- Housing Management function
- Referral and allocation procedures
- Feedback and report writing
- Monitoring and evaluation of the service
- Assisting with rotas
- Tenant participation
- Financial and administrative procedures
- Other team functions

16. To assist in monitoring service users mental state and their general well being and to inform the managers and other relevant agencies of any concerns or significant changes in their needs and circumstances.

17. To respect the service users' right to privacy and to ensure that their dignity and confidentiality is maintained at all times.

18. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.

19. To encourage service users to make choices and decisions.

20. To respond flexibly to changing needs under the direction of the Managers.

21. To take appropriate action in the event of unforeseen emergencies, ensuring that the Managers is promptly informed.

22. To follow health and safety guidelines and to alert the Managers immediately of any concerns in relation to health and safety issues and staff member whereabouts concerns.

23. To ensure that accurate records are kept and updated.

24. To ensure that all financial transactions are promptly and accurately recorded.

Other:

25. To provide regular verbal and written feedback to the line manager.

26. To accept regular support and supervision from the line manager.

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

28. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.

29. To maintain confidentiality at all times, in accordance with the agreed policy.

30. To identify training needs in discussion with the line manager and to attend all mandatory training courses and training events/courses as required.

31. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

32. To take part in staffing the local lone worker system and corporate On Call Service as required

33. Any other duties required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER
Middlesbrough Floating Support Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Experience of providing support for complex mental health and learning disabilities.	Application & Interview	Essential
2	Experience of managing a staff team and deputizing for a senior manager	Application	Desirable
3	NVQ level 2/3 or other equivalent social care qualification and willingness to complete NVQ level 5	Application	Essential
4	A degree or equivalent qualification	Application	Desirable
5	A warm, positive, and person-centered approach to working with mental health.	Interview	Essential
6	Excellent written and verbal communication and the ability to listen sensitively to others	Application & Interview	Essential
7	Collaborate positively with service users, families, and the MDT to maximize outcomes for service users	Application & Interview	Essential
8	Assess service user needs and risks and devise appropriate support plans and risk management strategies	Application & Interview	Essential
9	Support and supervising staff and deploying staff resources to meet the needs of the service	Application & Interview	Essential
10	Knowledge of communication strategies (e.g. BSL, Makaton, PECS) and the use of communication aids	Interview	Desirable
11	An understanding of welfare benefits and entitlements, housing rights and tenancy issues, health rights and entitlements	Interview	Desirable
12	Promote anti-discriminatory practice and develop a service that is welcoming to all service users	Interview	Essential
13	Supporting service users with physical health needs, for which a good degree of physical health is required	Interview & Pre-emps	Essential
14	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
15	A clean driving license and possession of a car	Application & Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER
Middlesbrough Floating Support Service

Salary:	**Up to £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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*	

Hours of Work:
Full time hours: 37.5 hours per week. Hours are to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to the needs of the service.

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 16 hours per week.

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.

Development Pathway
At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan.

Birthday Holiday Bonus:
After two year continuous service 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. 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.

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 pay Statutory Sickness 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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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.

Achieve Q Staff 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:
£100.00 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 provided will be depended 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.