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Extra Care Support Worker

Reference: 90755

Reddish, Stockport Extra Care 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: 25 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 candidates are subjected to enhanced DBS checks

JOB DESCRIPTION – EXTRA CARE SUPPORT WORKER

Reddish, Stockport Extra Care Services

Hours: 1 Full time or 2 part time positions, to be worked flexibly on a rota including evenings, weekends and bank holidays according to the needs of the service.

Responsible to: Team Leader

The Role:

i. You will provide respectful personal care, respectful and emotional support to older people living at the Extra Care services.

ii. You will work closely with service users in a person-centred way to ensure that service users retain their independence for as long as possible.

iii. You will collaborate with service users, families, carers, and involved professionals to provide a consistent and coordinated service which maximises outcomes for service users.

iv. You will document all work undertaken and contribute to service user reviews.

1. Support Duties:

1.1 Develop warm, trusting relationships with service users to encourage them to express their needs, views and concerns.

1.2 Respect service user rights to privacy and ensure that their dignity is maintained at all times.

1.3 Be flexible and responsive to service user needs following their Care Plans.

1.4 Support service users to retain practical and social skills and their independence.

1.5 Provide sensitive and dignified personal care in line with service user preferences.

1.6 Advise and support service users in managing their tenancy and maintaining the safety, hygiene and comfort of their home.

1.7 Empower service users to express needs and preferences and to make choices and decisions.

1.8 Enhance the confidence of service users through encouragement and positive feedback.

1.9 Assist service users with activities of daily living including:

- Shopping
- Meal Preparation
- Domestic tasks
- Laundry and ironing
- Managing day to day finances
- Participation in community activities both locally and at the scheme

1.10 Provide direct respectful and dignified personal care, including helping service users with the following:

- Washing
- Dressing
- Assisting with toileting

1.11 Advise, encourage, and support service users to maximise their self-care and independent living skills.

1.12 Collaborate with service users, families, carers, and the in-house housing team to make the most out of the service and to maintain the security of the service.

1.13 Support service users with budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

1.14 Support service users in meeting cultural and spiritual needs and in expressing their identity.

1.15 Encourage service users to identify their strengths and interests and support service users in accessing social and leisure activities.

1.16 Enable service users to participate in their communities and to enjoy the rights and responsibilities of citizenship.

1.17 Promote a healthy lifestyle and give advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management. Support the service user to manage long-term health conditions, including diabetes, mobility issues, dementia, and degenerative illnesses associated with aging.

1.18 Liaise with GPs, paramedics, OTs, and other key health professionals to support service users to maintain their physical and mental wellbeing.

1.19 Inform the line manager and involved professionals of concerns or changes in needs and circumstances. Report any concerns regarding children or vulnerable adults with immediate effect to the line manager and Duty/On Call Manager.

1.20 Support service users in complying with administering prescribed medication in line with Creative Support policies and procedures. Liaise with pharmacies, GPs and other health professionals regarding service user medication and health.

1.21 Enable service users to maintain their independence and to promote rehabilitation with assistive technology in line with service user Support Plans and manufacturer recommendations, including the use of telecare systems.

1.22 Work within risk management guidelines and assist service users in reducing risks to themselves and others. Report concerns regarding risks to senior staff, the Duty Manager/On Call Manager and involved professionals.

1.23 Maintain a high standard of customer care and encourage feedback from service users and other agencies. Promptly report and document all complaints, suggestions and feedback.

1.24 Respond to in-house emergency pull cords and take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

1.25 Follow Health and Safety guidelines and alert the line manager of Health and Safety concerns.

1.26 Ensure that accurate records are in the prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with other agencies.

1.27 Ensure that financial transactions relating to the service or service users are promptly and accurately recorded within agency guidelines.

1.28 Contribute to service user reviews through verbal and written reports and by attending Support Planning and Review Meetings.

1.29 Fulfil the role of Key Worker as required under direction of a senior member of staff.

2. General Duties:

2.1 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 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 Support service users with physical needs, including moving and handling and using hoists according to training and as required.

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 – EXTRA CARE SUPPORT WORKER

Reddish, Stockport Extra Care Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least one years' experience of working with older people in a care and support setting	Application	Desirable
2	NVQ level 2 or equivalent social care qualification	Application	Desirable
3	A warm, positive, and respectful approach to older people	Application & Interview	Essential
4	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
5	Excellent record keeping	Interview	Essential
6	Ability to provide respectful personal care, emotional and practical support to service users	Application & Interview	Essential
7	Collaborate with service users, families, carers, and involved professionals to maximise outcomes for service users	Interview	Essential
8	Ability to work as part of a team	Application	Essential
9	Ability to work unsupervised in service user homes according to planned support and service user needs and preferences	Interview	Essential
10	A basic understanding of older people's needs	Application & Interview	Essential
11	Promote anti-discriminatory practice and provide a service that is welcoming to all service users	Interview	Essential
12	Support service users with physical health needs, including pushing wheelchairs and using hoists for which a degree of physical fitness is needed	Application & Interview	Essential
13	Willingness to work flexibly to meet the needs of the service, including evenings, weekends, and bank holidays	Application	Essential
14.	Car owner/driver, willing to use car for work related travel and to obtain business insurance	Interview	Desirable

TERMS AND CONDITIONS – EXTRA CARE SUPPORT WORKER
Reddish, Stockport Extra Care 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 or part time hours (to be agreed), to be worked flexibly on a rota including evenings, weekends and bank holidays according to the needs of the service.

Birthday Holiday Bonus:
All 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.

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 pay Statuary 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 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 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 was of donating a regular basis to any of the registered charities either large or small.

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 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.