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Senior Support Worker

Reference: 90757

Horsforth, Leeds

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: 26 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 –SENIOR SUPPORT WORKER
Horsforth

Hours: Full time (37.5 hours) and part time hours, to be worked flexibly including evenings and weekends, according to the needs of the service.

Responsible to: Registered/Service Manager and other senior colleagues

The Role: You will provide person centred support for people with learning disabilities, complex needs and autism spectrum conditions in the Leeds area. You will enable service users to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

1. Support Work Duties

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

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

1.3 Respect service user's right to privacy and ensure that their dignity is maintained.

1.4 Encourage and support service users to express needs, views and concerns. Enable service users make choices and decisions and participate as fully as possible in planning and decision-making processes.

1.5 Respect and promote the rights and entitlements of people with learning disabilities and complex needs and enable them to participate as fully as possible in communities.

1.6 Support service users in maintaining the safety, security and comfort of their homes.

1.7 Support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.

1.8 Be responsive to the individual needs of service users within the framework of their Person Centred Plans and respond flexibly to changing needs.

1.9 Enable service users to gain independence, confidence and competence in following areas:

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

Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

1.10 Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies, management guidelines and intervention specified by Person Centred Plans.

1.11 Work within management protocols and guidelines for individuals with learning disabilities.

1.12 Ensure that service users receive advice, care and regular health checks to ensure physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.

1.13 Support service users in claiming their full benefit entitlement, budgeting and managing personal finances.

1.14 Utilise appropriate communication techniques according to the needs of the service user.

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

1.16 Implement positive risk management strategies in line with Person Centred Plans.

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

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

1.19 Take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager are informed promptly.

1.20 Follow Health and Safety guidelines and promptly alert the Team Leader of Health and Safety concerns.

1.21 Contribute to project records and individual case files.

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

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

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

1.25 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 activities which will include moving and handling and may involve supporting people with personal care needs.

2. Additional Duties for Senior Support Worker

2.1 To offer informal and formal support and supervision to junior and relief staff as appropriate, under the direction of the Registered Manager and Service Manager.

2.2 To proactively identify meaningful daytime and leisure activities to promote personal development. To devise individual programmes of activity which meet the needs and preferences of service users.

2.3 To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.

2.4 To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:

- Co-ordinating and deploying staff time in such a way as to ensure that service users' needs are met and all agreed activities are carried out
- Delegating tasks and responsibilities as appropriate
- Ensuring that all duties are carried out as prescribed and that quality standards are met at all times

2.5 To devise duty rota's in accordance with agreed staffing requirements and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.

2.6 To ensure that all record keeping and general administration are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.

2.7 To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.

2.8 To take particular responsibility for aspects of health and safety.

3. General Duties

3.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

3.2 Accept support, supervision and guidance from senior colleagues.

3.3 Identify own training needs with line manager and attend training events and courses.

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

3.5 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

3.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.

3.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

3.8 Take on the role of shift co-ordinator when required.

3.9 Any other duties as required.

	QUALITIES REQUIRED	How assessed	Essential /Desirable
1	Ability to liaise in a professional manner with other agencies and working as a member of a team	Interview	Essential
2	Good written and verbal communication skills to contribute to record keeping to an acceptable standard.	Interview	Essential
3	Good interpersonal skills to maximize working relationships with the team and other colleagues	Interview	Essential
4	A good understanding of learning disabilities and equal opportunities	Application & Interview	Essential
5	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
6	Ability to use a range of helpful communication techniques (E.g. Makaton, PECS, TEACCH System, etc)	Application & Interview	Desirable
7	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
8	Ability to work without direct supervision with service users	Application & Interview	Essential
9	Ability to devise appropriate support plans in liaison with service users and other agencies	Application & Interview	Essential
10	An understanding of aims and principles of Creative Support such as committing to consulting with service users	Application & Interview	Essential
11	Current knowledge of welfare benefits and ability to ensure tenants receive their maximum entitlement	Application & Interview	Essential
12	At least 1 years' experience of working with people with Autism and Learning Disabilities.	Application	Essential
13	Supervisory experience and/or ability to supervise junior staff including assessing individual needs and developing support plans	Application & Interview	Essential
14	Experience of writing professional reports	Interview	Desirable
15	Warm, respectful and positive approach to service users	Interview	Essential
16	Willingness to work flexible hours according to needs of project, inclusive of sleep in duties	Interview	Essential
17	Willing to participate in regular supervision with line manager and to attend training courses and events	Interview	Essential
18	Willingness and ability to participate in Out of Hour on call duties	Application & Interview	Essential
19	Possession of clean driving license and willingness to drive service user vehicles	Application & Interview	Desirable

Salary:	**Up to £14.05 per hour**
	Point One – £13.95 per hour
	Point Two – £14.05 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:
Full time (37.5 hours) or part time hours, to be worked flexibly including evenings, weekends and bank holidays.

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.

Holidays:
20 days plus 8 statutory days pro rata.

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:
After two years of 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 do 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 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.

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 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 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.

Vaccination Policy:

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.