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Support Worker

Reference: 90758

Middlesbrough Learning Disability and Mental Health 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: 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

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

Middlesbrough Learning Disability and Mental Health Needs Floating Support Service

Hours: Full time or part time positions available to be worked flexibly according to the needs of the service. This may include mornings, evenings, weekends and public holidays.

Accountable To: Senior Support Worker, Project Manager and Area Manager

The Role:

- You will provide personal care and person centred support to people with a learning disability or mental health needs living in their own homes.
- You will enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities to the fullest.
- You will collaborate with service users, families, carers, and involved professionals to provide a coordinated and consistent service that maximises outcomes for service users.
- You will assist the line manager with ensuring that the service meets all the requirements and standards set by the service specification, the Commissioners, the CQC, Creative Support, and other stakeholders.

1. Care and Support:

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

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

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

1.4 Provide respectful personal care according to the needs and preferences of individuals.

1.5 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.

1.6 Respect and promote the rights and entitlements of people with learning disabilities and mental health needs, and enable them to participate to the fullest in their communities.

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

1.8 Work in a recovery-focused way with service users with mental health needs in line with their Support Plan, Risk Management Plan, and Wellness Recovery Action Plan.

1.9 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

You will achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

1.10 Support people who express their frustrations and needs through behaviour that can challenge services by using appropriate strategies and interventions specified by Positive Behaviour Support Plan.

1.11 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 in accordance with Health Action Plans and any health management guidelines.

1.12 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.

1.13 To administer prescribed medication in accordance with the Medication Policy and Procedures.

1.14 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.

1.15 Take appropriate action in the event of emergencies, ensuring that the Registered Manager and the Support Co-ordinator are informed promptly.

1.16 Follow Health and Safety guidelines and report health and safety concerns.

1.17 Contribute to service records and individual case files.

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

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

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

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
- The Mental Capacity Act 2005
- The Care Act 2014
- The quality standards and expectations set out by the CQC (Safe, Caring, Effective, Responsive and Well Led)

- All Creative Support policies, procedures and guidelines for best practice

2.5 Support service users with physical health and mobility needs, including moving and handling and using hoists.

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 –SUPPORT WORKER

Middlesbrough Learning Disability and Mental Health Needs Floating Support Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Experience of providing care and support to people with a learning disability and/or mental health needs	Application	Desirable
2	Possession of Health and Social Care Diploma, NVQ or other relevant social care qualification	Application	Desirable
3	A warm, person centred, and affirmative approach to people with a learning disability	Interview	Essential
4	Excellent verbal and written communication skills and ability to listen sensitively to others	Interview	Essential
5	Collaborate with service users, families, and involved professionals to provide a service which maximises outcomes for service users	Interview	Essential
6	Work effectively as part of a team and alone without direct supervision in service user homes	Application & Interview	Essential
7	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	Knowledge of the recovery model and ability to work in a recover-focused way with service users	Interview	Desirable
9	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Desirable
10	Knowledge of communication techniques (e.g. Makaton, PECS, TEACCH System)	Application & Interview	Desirable
11	Support people with physical health and mobility 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 on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
13	A clean, valid driving licence and access to own car	Application	Essential

TERMS AND CONDITIONS – SUPPORT WORKER

Middlesbrough Learning Disability and Mental Health Needs Floating Support Service

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.*	

Pay rate effective from 01 January 2026

Hours of Work:

Full time and part time hours available to be worked flexibly according to the needs of the service. This may include mornings, evenings, weekends and public holidays.

Holidays:

20 days plus 8 statutory days pro rata

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 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 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.

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:
£100.00 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.

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.

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.

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 lives.

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