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

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

# Relief Support Worker

**Reference: 90760**

**Leek, Staffordshire, 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: 27 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 –RELIEF SUPPORT WORKERS**
**Leek, Staffordshire, Learning Disability Service**

**Hours:** As required (zero hours basis)

**Responsible to:** Service Manager, Service Coordinator and Home Leader

**Purpose of the Job:**
To provide individualised person centred support to people with learning disabilities living 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. To contribute to a consistent team approach.

**Main Duties:**

1. To develop and sustain warm and trusting relationships with service users.

2. To promote the self-esteem, happiness and emotional health of service users.

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

4. 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.

5. 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.

6. To support service users in maintaining the safety, security and comfort of their homes.

7. To 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.

8. 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.

9. 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, prompting, teaching, advice, role modelling, encouragement and positive feedback.

**10.** To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies, management guidelines and intervention frameworks as specified by the Person Centred Plan.

**11.** To work within agreed management protocols and guidelines for individuals with complex needs.

**12.** 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.

**13.** To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.

**14.** To achieve a range of appropriate communication techniques in accordance with the individual needs of the service user.

**15.** 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.

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

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

**18.** 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.

**19.** To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager is informed promptly.

**20.** To follow Health and Safety guidelines carefully and to alert the Team Leader immediately of any concerns in relation to Health and Safety issues.

**21.** To contribute to project records and individual case files.

**22.** To carry out and record all financial transactions involving service users within agency guidelines.

**23.** To carry out general administrative duties, housing management tasks and services as required.

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

**Other:**

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

**26.** To provide regular verbal and written reports to colleagues.

**27.** To accept support, supervision and guidance from senior colleagues.

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

**29.** To comply with and to implement the Equal Opportunities Policy.

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

**31.** To undertake specific specialised training identified to enhance on team expertise of working with people with complex needs.

**32.** To identify training needs in discussion with Line Manager and to attend training events and courses as required.

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

**34.** To take on the role of shift co-ordinator when required.

**35.** Any other duties as required.

**PERSON SPECIFICATION –RELIEF SUPPORT WORKERS**

**Leek, Staffordshire, Learning Disability Service**

| | QUALITIES REQUIRED | How Assessed | Essential or 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 | Interview | Essential |
| **3** | Ability to engage with service users, to develop and sustain warm and trusting relationships | Interview | Essential |
| **4** | Ability to demonstrate basic insight and understanding into the needs of people with learning disabilities | Interview | Essential |
| **5** | Written communication skills, sufficient to contribute to a record keeping system | Application & Interview | Essential |
| **6** | Ability to work constructively and co-operatively as part of a consistent team approach | Interview | Essential |
| **7** | Ability to work safely and responsibly without direct supervision in service user's own homes | Interview | Essential |
| **8** | Ability to demonstrate initiative, self-motivation and resourcefulness | Interview | Essential |
| **9** | 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 |
| **10** | Understanding of the person centred aims and principles of Creative Support and ability to put these into practice | Application & Interview | Essential |
| **11** | Ability to demonstrate respect for difference and diversity | Application & Interview | Essential |
| **12** | Ability to provide emotional and practical support to service users | Application & Interview | Essential |
| **13** | A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours | Application & Interview | Essential |
| **14** | Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual | Interview | Essential |
| **15** | Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks | Interview | Essential |
| **16** | Experience of providing care, support or other services to people with special needs | Application & Interview | Essential |
| **17** | Experience of supporting people with learning disabilities | Application Form | Essential |
| **18** | Life experience and confidence in relating to people from a wide variety of backgrounds | Application & Interview | Essential |
| **19** | Possession of NVQ II/III or other relevant social care qualification | Application Form | Essential |
| **20** | Warm, respectful and positive approach when working with service users | Interview | Essential |
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| | QUALITIES REQUIRED CONTINUED | How Assessed | Essential or Desirable? |
|---|---|---|---|
| **21** | Willingness to work flexible hours according to needs of agency and service users | Interview | Essential |
| **22** | Willingness to attend training courses and events | Interview | Essential |
| **23** | Willing to accept feedback and guidance and to be accountable to colleagues and managers | Interview | Essential |
| **24** | To have a clean driving licence | Application Form | Desirable |

## Salary

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|---|---|
| **Salary:** | **£12.85 per hour** |
| **Please Note:** *Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in.* | |

### 1. Hours of Work:
As required (zero hours basis)

### 2. 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.

### 3. Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

### 4. Sickness Policy:
You will not be entitled to company sick pay.

### 5. 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.

### 6. Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

### 7. 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.