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Relief Extra Care Support Worker

Reference: 90762

Stockport Extra Care Service, Reddish

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 candidates are subjected to enhanced DBS checks.

JOB DESCRIPTION – RELIEF EXTRA CARE SUPPORT WORKER
Stockport Extra Care Service, Reddish

Hours: Zero hours, as required

Responsible to: Day Centre Manager/Senior Support Worker

The Role:
To provide person centred care and support to older people in our Extra Care service in Stockport; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

The Stockport Extra Care Service are busy, dynamic services in residential areas; the mixture of personal care, housing related support and activities provide a wide range of opportunities for staff to engage with residents on multiple levels. Individuals living within the services have low, medium and high care needs and access to a pull cord alarm service. Day to day care is a mixture of planned and responsive care and requires a mixture of high energy, patience and dedication to ensure residents have the best service provision. Training is provided.

Main Responsibilities/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 develop warm and trusting relationships with service users and to encourage them to communicate their needs, preferences and concerns. To promote self-esteem and confidence through the use of positive feedback and encouragement.

4. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

5. To promote the happiness, welfare and general well being of service users through a warm, sensitive and person centred approach.

6. To offer support and reassurance to service users who may be anxious, distressed or disorientated. To encourage orientation in time and place. To support service users to communicate their needs through verbal and non verbal communication.

7. To support service users in enjoying a good intake of food and refreshments whilst at the Centre and the Community Hub by ensuring that they are relaxed, comfortable and provided with choices which meet their dietary needs and preferences. To support service users to make healthy food choices and to enjoy a varied and nutritional diet, including fruit and vegetables.

8. To support service users to access a wide range of interesting and stimulating activities, both within the centre and the wider community, building on their preferences and interests. To ensure that activities are enjoyable and inclusive, enabling people with a range of needs and abilities to take part.

9. To contribute to the organisation and running of the organisation and facilitation of activity groups for service users, ensuring a wide choice of age, gender and culturally appropriate activities.

10. To provide sensitive and respectful support for service users in respect of their personal care needs (including bathing, using the toilet etc).

11. To liaise with the families of service users and keep them informed of the progress of service users. To report any concerns from families regarding service users to the senior member of staff on duty.

12. To enable service users to maintain their daily living and social skills for as long as possible through supporting people to use these skills whilst at the Centre and the Community Hub.

13. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

14. To promote the health and wellbeing of service users through exercise, relaxation and diet.

15. To monitor the wellbeing and general mental and physical health of service users and to report any concerns regarding the health and welfare of service users to the senior member of staff on duty.

16. To take appropriate action in the event of accidents, incidents and emergencies, ensuring that the senior member of staff is informed promptly.

17. To follow health and safety guidelines carefully and to alert the senior member of staff on duty immediately of any concerns in relation to health and safety issues.

18. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

19. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

20. To keep the Centre and the Community Hub in a clean, safe and comfortable condition at all times.

21. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring they are able to make choices, enjoy new experiences and live a full life.

Other

1. To accept regular support and supervision from your Line Manager.

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

3. To comply with Creative Support's Equal Opportunities Policy.

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

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

6. To observe any written policies, procedures and guidelines for good practice

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

8. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

9. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

10. Any other duties required.

PERSON SPECIFICATION – RELIEF EXTRA CARE SUPPORT WORKER

Stockport Extra Care Service, Reddish

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to older people.	Interview	Essential
2	Ability to engage with service users to develop and sustain warm and trusting relationships.	Interview	Essential
3	Ability to demonstrate basic insight and understanding into the needs of older people.	Interview	Essential
4	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals	Interview	Essential
5	Good written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
5	Ability to work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative	Interview	Essential
6	Ability to work safely and responsibly without direct supervision in service user's own home	Interview	Essential
7	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to maintain professional boundaries, to liaise in a professional manner with other agencies and to work in a positive and respectful way with the families and friends of service users	Interview	Essential
10	Ability to demonstrate respect for difference and diversity.	Application & Interview	Essential
11	Ability to provide emotional and practical support with all aspects of everyday lives.	Application & Interview	Essential
12	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 behaviour	Application & Interview	Essential
13	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
14	Possession of relevant social care qualification (eg NVQ & Health and Social Care Diplomas)	Application	Desirable
15	Experience of providing care or support to older people.	Application & Interview	Essential
16	Life experience and confidence in relating to people from a wide variety of backgrounds.	Application & Interview	Essential
17	Ability to provide respectful personal care and assistance with mobility needs.	Interview	Essential

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
18	Willingness and ability to work flexibly to meet the needs of the individuals and the service	Interview	Essential
19	Willingness to attend training courses and events	Interview	Essential
20	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Pre-Emps, Application Forms and Exercise	Essential
21	Willingness to accept feedback and guidance to reflect on practice and to be accountable to service users, colleagues and managers	Interview	Essential

TERMS AND CONDITIONS – RELIEF EXTRA CARE SUPPORT WORKER
Stockport Extra Care Service, Reddish

Salary:	**£12.85 per hour plus rolled up holiday pay**
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.*	

Hours of Work:
As required.

Probationary Period:
The first four months will constitute a probationary period.

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.

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

DBS Checks:
Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

Sona app:
It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

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.