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

Support Worker

Reference: 90773

Hoyland, Barnsley 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: 03 December 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 – SUPPORT WORKER
Hoyland, Barnsley Extra Care Services

Hours: 37.5 hours per week. To be flexible to meet the requirements of the service.

Accountable To: Extra Care Registered Manager, Area Manager and other senior colleagues.

Purpose of the Job:

We are looking for an enthusiastic Extra Care Support Worker who will demonstrate a warm, caring and energetic approach, with a strong commitment to providing person-centred support to older people. You must have a positive attitude and the ability to identify opportunities to engage individuals in all aspects of care provision. You must be adept in the use of person-centred approaches when meeting the needs of the people we support.

Main Duties:

1.1 Conduct support planning and risk assessments in relation to both the older adult and their home environment prior to a service commencing and to update these at twice-yearly intervals or whenever there has been a significant change in circumstances and in the likely risks/needs.

1.2 Devise appropriate support plans with customers, family and involved professionals in line with Personal Care Plans that are reviewed after 6 weeks of the contract starting and 6 monthly thereafter unless there has been a change in need or contract.

1.3 Offer support, supervision and guidance to all staff, ensure that staff are appropriately supported, trained and understand the needs of each customer they support in line with care plans.

1.4 Regularly seek feedback from customers, families and stakeholders to ascertain their satisfaction with the service and to receive feedback and suggestions.

1.5 Liaise with team members to ensure a consistent and coordinated service.

1.6 Assist senior managers with running of the service, ensuring that new staff and customers are welcomed and fully informed of their rights and responsibilities. Ensure that the service fulfils CQC care standards at all times.

1.7 Offer reassurance and support to customers at times of emotional distress and confusion.

1.8 Develop warm, trusting relationships with customers and families and encourage them to express their needs, views and concerns.

1.9 Assist in monitoring customers' health and wellbeing and inform the Registered Manager and involved professionals of changes in needs concerns or circumstances. Liaise with GP's, district nurses, occupational therapists and involved professionals to meet customer needs.

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

1.11 Enable customers to retain as much independence and control over their lives as possible. Enhance the confidence and coping abilities of customers through encouragement and positive feedback.

1.12 Ensure and monitor that staff correctly utilise the electronic monitoring system to record their visits.

1.13 Promote customer' self-esteem and enable them to express preferences and make choices and decisions.

1.14 Support customers in meeting their cultural and spiritual needs and in expressing their personal identity and chosen lifestyle.

1.15 Support and enable customers to participate in their communities and to enjoy activities in the community. Encourage social and leisure activities and the maintenance of social networks.

1.16 Support customers in taking prescribed medication. Complete a robust medication risk assessment. Encourage clients to manage their medication as independently as possible.

1.17 Work within agreed risk management guidelines and assist customers in reducing risks to themselves or others. Promptly report concerns regarding risks to the Registered Manager the multi-disciplinary team.

1.18 Maintain a high standard of customer care and encourage feedback from customers, families and involved professionals. Document compliments, concerns, complaints, suggestions and feedback and report these to the Registered Manager.

1.19 Take appropriate action in the event of unforeseen emergencies, ensuring that the Registered Manager is promptly informed.

1.20 Follow health and safety guidelines and alert the Registered Manager of health and safety concerns.

1.21 Ensure that records are accurate, up-to-date and in the prescribed format. Document work undertaken in support of customers, their progress, concerns and communication with families and other agencies.

1.22 Ensure that financial transactions are promptly and accurately recorded in line with Creative Support procedures.

1.23 Contribute to customer reviews through verbal and written reports and by attending review meetings.

1.24 Provide respectful personal care following needs, wishes and preferred routines outlined in personal support plans. Some individuals require support with physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

General Duties:

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

1.26 Accept support, supervision and guidance from senior colleagues.

1.27 Identify training needs with Line Manager and attend training events and courses as required.

1.28 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

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

PERSON SPECIFICATION – SUPPORT WORKER
Hoyland, Barnsley Extra Care Services

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach	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 older people	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 team	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	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 support needs and in relating to people from a wide variety of backgrounds	Application & Interview	Desirable
17	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
18	Willingness to work flexible hours according to needs of agency and service users and to attend training courses and events	Interview	Essential
19	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS – SUPPORT WORKER
Hoyland, Barnsley Extra Care Services

Salary:	**£13.71 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.*	

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.

Hours of Work:
Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Holidays:
20 days plus 8 statutory days (pro rata) for part-time.

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.

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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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.