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Senior Support Worker

Reference: 90774

Salford Personalised 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: 02 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 – SENIOR SUPPORT WORKER

Salford Personalised Services

Hours: Full Time (37.5 hours), to be worked flexibly: to be worked according to a rota and to include evenings, weekends, public holidays and sleep-in shifts according to the needs of the service.

Location: Swinton, Salford

Responsible to: Registered/Service Manager and other senior colleagues

The Role:

To provide quality care and support to individuals with a range of support needs including learning disabilities and physical health needs. Our vibrant supported living service in Salford is home to two service users living in their own self-contained flats. You will be providing individualised person-centred support for individuals with a learning disability and physical health needs in the Salford area, enabling them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. To assist the Unit Business Manager and Locality Manager in the daily co-ordination and operational management of the service, ensuring that a high quality, flexible service is maintained at all times.

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

4. To encourage and support those that we support in expressing their needs, views and concerns. To enable supported people to 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 be responsive to the individual needs of supported people within the framework of their Person-Centred Plans and to respond flexibly to changing needs.

7. To be fully aware and adhere to the Just Enough Support ethos and principles, 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, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback with the aim of service users' becoming less dependant on paid, formal support.

8. To offer positive behaviour support to individuals who express their frustrations and needs through challenging behaviour by using appropriate strategies, inclusive of CITRUS techniques, management protocols and guidelines agreed with the multi-disciplinary team.

9. To monitor, review and evaluate individual protocols for people with complex needs in line with the person-centred plan.

10. To ensure that those that we support 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.

11. To support people to enjoy a wide range of activities within their home and community which meets their needs. To support those that we support 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 supported person. To enable people to access social, leisure, work and educational opportunities.

12. To enable supported people to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

13. To assist supported people in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

14. To observe and monitor the supported peoples' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

15. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager and the Area Manager is informed promptly.

16. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Salford's Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Service Manager and the Duty/On Call Manager.

17. To follow Health and Safety guidelines carefully and to alert the Service Manager and Health and Safety Manager immediately of any concerns in relation to Health and Safety issues.

18. To contribute to project records and individual case files.

19. To carry out and record all financial transactions involving supported people within agency guidelines.

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

21. To contribute to supported peoples' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Additional Duties for Senior Support Worker:

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

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

24. To plan ahead to meet the needs of supported people 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 in line with the Just Enough Support principles
- Delegating tasks and responsibilities as appropriate
- Ensuring that all duties are carried out as prescribed and that quality standards are met at all times

25. To devise duty rotas 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.

26. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.

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

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

29. To participate on the Out of Hours on call duties on a rotational basis.

30. To keep up to date documentation of those that we support.

Other:

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

32. To provide regular verbal and written reports to colleagues.

33. To accept support, supervision and guidance from senior colleagues.

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

35. To comply with and to implement the Equal Opportunities Policy.

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

37. To undertake specific specialised training identified to enhance on teams' expertise of working with people with complex needs.

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

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

40. To take on the role of shift leader when required.

41. 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 will involve supporting people with personal care needs.

42. To have the ability to work creatively during a shift as there is an expectation to work in different areas with different people in line with the Just Enough Support principles.

43. 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.

44. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate unconditional positive regard and a warm, respectful and person-centred approach	Interview	Essential
2	Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Experience of supporting people with learning disabilities and an understanding of their needs	Application & Interview	Essential
5	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
6	Ability to work safely and responsibly without direct supervision in service user's own homes and in the community	Interview	Essential
7	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	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
9	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
10	Ability to provide emotional and practical support to service users	Interview	Essential
11	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
12	Ability to be trained and use CITRUS breakaway and physical intervention techniques if and when required.	Application & Interview	Essential
13	Ability to support service users with their physical health needs, for which a degree of physical fitness will be required.	Application, & Interview	Essential
14	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
15	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)	Application & Interview	Desirable
16	The ability to supervise junior staff and to deputise for the Service Manager as well as provide on the job coaching	Application & Interview	Essential
17	Experience of supporting people with complex health needs (PEG / Epilepsy)	Application	Desirable
18	Possession of NVQ / DipSW or other relevant social care qualification	Application	Essential
19	Willingness and ability to work flexibly to meet the needs of the service and participate in Out of Hour on call duties	Application & Interview	Essential
20	Willingness to accept feedback and guidance and to attend training courses and events	Interview	Essential
21	Possession of clean driving license and willingness to drive service user vehicles	Application & Interview	Essential

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER
Salford Learning Disability Service

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.

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 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 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 number 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.