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: 90775

Salford Personalised Services

Thank you for your interest in the above post, please find the specific role requirements and duties forthis 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 employees are subject to enhanced DBS checks

JOB DESCRIPTION – SUPPORT WORKER
Salford Learning Disabilities and Physical Health Support Service

Hours: Part Time hours

Reports to: Relief Staff Manager

The Role: You will provide person centred support to people with learning disabilities and physical health support needs living in their own homes in Monton, Eccles, Swinton and Walkden. You will enable them to enjoy a fulfilling and valued life, participate in the community and develop their abilities as fully as possible.

1. Support Work Duties:

1.1 Develop warm, trusting relationships with service users to encourage them to express needs,views and concerns.

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

1.3 Respect supported people's right to privacy and ensure that their dignity is maintained.

1.4 Encourage and support those that we support to express needs, views and concerns. Enable them to make choices and decisions and participate as fully as possible in planning and decision-making processes.

1.5 Respect and promote the rights and entitlements of people with learning disabilities, physical disabilities and complex needs and enable them to participate as fully as possible in communities.

1.6 Support those that we support in maintaining the safety, security and comfort of their homes.

1.7 Support those that we support in understanding and adhering to the terms and conditions of theirtenancy agreement and in enjoying the rights and responsibilities of being a tenant.

1.8 Be responsive to the individual needs of service users within the framework of their Person Centred Plans and respond flexibly to changing needs.

1.9 Enable supported people to gain independence, confidence and competence in following areas:

- Social skills/relationships
- Personal care & hygiene
- Daily living skills
- Managing money

Using community resources and facilities
- Social, leisure and work activities
- Self-organisation and coping abilities
- Personal safety

Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

1.10 Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies, management guidelines and intervention specified byPerson Centred Plans.

1.11 Work within management protocols and guidelines for individuals with learning disabilities.

1.12 Ensure that supported people receive advice, care and regular health checks to ensure physical andmental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.

1.13 Support those that we support in claiming their full benefit entitlement, budgeting and managingpersonal finances.

1.14 Utilise appropriate communication techniques according to the needs of the service user.

1.15 Support those that we support in developing a socially valued lifestyle, including culturally and age appropriate experiences, building on strengths, interests and aspirations of the service user.Enable people to access social, leisure, work and educational opportunities.

1.16 Implement positive risk management strategies in line with Person Centred Plans.

1.17 Assist those that we support in the administration and monitoring of prescribed medication followingthe Scheme's Medication Policy.

1.18 Observe and monitor supported peoples' emotional and physical wellbeing and inform relevant staffand involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.19 Take appropriate action in the event of unforeseen emergencies, ensuring that the ProjectManager and/or the on-call manager are informed promptly.

1.20 Follow Health and Safety guidelines and promptly alert the Team Leader of Health and Safetyconcerns.

1.21 Contribute to project records and individual case files.

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

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

1.24 Contribute to supported peoples' reviews, through verbal and written reports and by attendingSupport Planning meetings.

1.25 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 activities which willinclude moving and handling and may involve supporting people with personal care needs.

2. General Duties:

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

2.2 Accept support, supervision and guidance from senior colleagues.

2.3 Identify own training needs with line manager and attend training events and courses.

2.4 Carry out all work in a manner consistent with the aims of the project and the serviceprinciples adopted by Creative Support.

2.5 Ensure that you and other staff, volunteers and students on placement comply with thefollowing:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguardingconcerns 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 infectionwithin the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

2.6 There is a requirement to support service users with daily living skills and individual activities,including moving and handling.

2.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend andsleep in shifts which may also be split shifts.

2.8 Take on the role of shift co-ordinator when required.

2.9 Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Salford Personalised Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Minimum of one year experience of supporting people with learning disabilities	Application	Essential
2	Possession of NVQ II/III or other relevant social care qualification	Application	Desirable
3	Degree level education	Application	Desirable
4	A warm, person centred and respectful approach to working with people with learning disabilities	Interview	Essential
5	Excellent verbal and written communication skills and ability to listen sensitively to others	Interview	Essential
6	Collaborate with involved professionals and friends and family of service users	Interview	Essential
7	Work constructively and co-operatively as part of a consistent team approach	Interview	Essential
8	Work safely and responsibly without direct supervision in service user's own home	Interview	Essential
9	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	Support service users with physical health needs; this may includepushing wheelchairs and using hoists for which a degree of physical fitness will be required	Application, Pre-Emps & Interview	Essential
11	Willingness to work flexibly to meet the needs of the service, including weekends and evenings	Interview	Essential
12	A clean driving license and access to a car	Application	Desirable

TERMS AND CONDITIONS – SUPPORT WORKER

Salford Personalised Services

Pay Structure:

£13.45 per hour plus accrued holiday credit

National Minimum Wage (£12.71 per hour) will be paid when completing training

Hours of Work:

Part Time hours, minimum of 15 hours per week.

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:

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. 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 does pay Statutory Sick 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 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.

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 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 amount 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.

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.