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Support Worker

Reference: 90783

Thornaby Complex Mental Health and Learning Disabilities 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: 19 November 2026

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

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 very much look forward to receiving a completed application from you.

Yours faithfully

Recruitment Department

Please note that all employees are required to complete an enhanced DBS check

Gender is considered to be an occupational requirement – Equality Act 2010

Thornaby Complex Mental Health and Learning Disabilities Service

Responsible to: Supported Living Service Manager

The Role:
We are looking for warm, positive and enthusiastic individuals to provide person centred support to people with learning disabilities, autism spectrum conditions and/or mental health conditions at our supported living service: Thornaby, Stockton-On-Tees.You will work to make a different and promote independence whilst enabling tenants to enjoy a fulfilling and valued life. You will encourage service users to participate in and contribute to their local community and to develop their abilities as fully as possible.

Main Duties:

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

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 service users in expressing their needs, views and concerns. To enable service users 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 complex physical needs, to enable them to participate as fully as possible in their communities.

6. To develop person centred plans and support plans with service users which identify the ways in which they prefer to be supported and their chosen activities and goals. To respond flexibly to the changing needs and choices of individuals.

7. 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

8. To support people who express their needs through challenging behaviour by using appropriate strategies as specified by the Person Centred Plan.

9. To ensure that the communication needs of service users are met creatively in accordance with their preferences and needs, and work within Creative Support's confidentiality policy.

10. 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; and to inform other professionals where there may be any changes to wellbeing.

11. 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, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

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

13. To safeguard service users from harm and to work within the safeguarding adults policies of Creative Support and Stockton-On-Tees Council.

14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Area Manager and the Supported Living Service Manager are informed promptly.

15. To follow Health and Safety guidelines carefully and to alert Managers immediately of any concerns in relation to Health and Safety issues.

16. To contribute to project records, individual case files and to record all financial transactions involving service users within agency guidelines.

17. To contribute to service users' person centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings. To empower the individual supported to prepare for and contribute actively to their reviews.

Other

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

19. To accept support, supervision and guidance from senior colleagues, and attend training where required.

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

21. 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.

22 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.

23 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.

24 Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Thornaby Complex Mental Health and Learning Disabilities Service

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2	Confident and good sense of humour	Interview	Essential
3	Able to drive service users' vehicle	Application & Interview	Essential
4	Good verbal communication skills, able to listen sensitively to others	Interview	Essential
5	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
6	Ability to demonstrate significant understanding of the needs of people with learning disabilities	Interview	Desirable
7	Good written communication skills	Application	Desirable
8	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
9	Ability to work safely and responsibly without direct supervision in service users homes (following training)	Interview	Essential
10	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
11	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
12	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
13	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
14	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities, physical/sensory disabilities, or challenging behaviour	Application & Interview	Desirable
15	Ability to use a range of helpful communication techniques	Application & Interview	Desirable
16	Experience of supporting people with learning disabilities physical/sensory disabilities or similar	Application Form	Desirable
17	Life experience and confidence in relating to people from a variety of backgrounds	Application & Interview	Essential
18	Possession of NVQ2/3 or other relevant social care qualification	Application Form	Desirable
19	Good standard of general education	Application Form	Essential
20	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
21	Willingness to attend training courses and events	Interview	Essential
22	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
23	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree	Application, Pre-Emps &	Desirable

	of physical fitness will be required	Exercise	
24	Willingness to work evenings and weekends as required	Application & Interview	Desirable

TERMS AND CONDITIONS – SUPPORT WORKER

Thornaby Complex Mental Health and Learning Disabilities Service

Salary:	**£12.85 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.*	

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).

Sleep-Ins:

Support Workers may be required to undertake sleep-ins. Where sleep-ins are undertaken by Support Workers/Supported Living Workers these are paid additionally per sleep-in.

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:

Contracted 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 twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty Four 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.

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 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.

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.