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Support Worker

Reference: 93969

Bidford-on-Avon Learning Disability Service

Thank you for your interest in the job posting. 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: 18th 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 employees are subject to enhanced DBS checks.

JOB DESCRIPTION – SUPPORT WORKER
Bidford-on-Avon, Learning Disability Service

Hours: Full-time (37.5) and part-time opportunities available. These hours work flexibly according to the needs of the service, and may include weekends, evenings, waking nights and bank holidays.

Responsible To: Supported Living Service Manager

The Role:

We are looking for compassionate, proactive and enthusiastic individuals to provide support to people with a learning disability and/or autism at our supported living services in Warwickshire. You will provide person-centered support to people, some of whom will have additional complex physical needs. People we support live in their own homes in Bidford-on-Avon, so you will work with them to promote independence and empower them to achieve a fulfilling and valued life. You will encourage people we support to participate in and contribute to their local community and to develop their abilities as far as possible.

You Will:

1. Develop and sustain warm and trusting relationships with people we support and their families, promoting the self-esteem, happiness and emotional health of people we support.

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

3. Encourage and support people in expressing their needs, views and concerns, enabling people we support to make choices and decisions and to participate in planning and decision-making processes.

4. Promote the rights and entitlements of people with a learning disability and to enable them to participate in their communities where they wish to do so.

5. Develop person-centered support planning with people we support which identifies how they prefer to be supported and their chosen activities and goals. To respond flexibly to the changing needs and choices of individuals.

6. Provide respectful personal care whilst enabling people we support to have their dignity maintained.

7. Enable people we support to grow in independence, confidence, competence and personal effectiveness in the following areas:

- Social skills/relationships
- Personal care and hygiene
- Daily living skills
- Using community resources and facilities
- Social, leisure and work activities
- Self-organisation and coping abilities
- Personal safety

8. Ensure that the communication and behavioural needs of people we support are met creatively in accordance with their preferences and needs.

9. Ensure that people we support receive all necessary advice, care and regular health checks, ensuring their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.

10. Enable people we support to develop 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 individual. To ensure people have access to social, leisure, work and educational opportunities.

Enable people we support to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

11. Promote people with physical and sensory disabilities to enjoy a full lifestyle with access to the activities of their choice.

12. Safeguard people we support from harm and to work within the safeguarding adults policies of Creative Support and Warwickshire County Council.

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

14. Follow Health and Safety guidelines carefully and to alert Managers immediately of any concerns in relation to Health and Safety issues.

15. Contribute to project records, individual case files and to record all financial transactions involving people we support within agency guidelines.

16. Empower people we support to prepare for and contribute actively to their person-centered support reviews.

17. Maintain confidentiality at all times, in accordance with the agreed policy.

18. Observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

19. Take on the role of shift co-ordinator when required and to deputise for the Team Manager.

20. 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.

21. Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Bidford-on-Avon Learning Disability Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, person-centred and affirmative approach to people with a learning disability	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with people we support, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with learning disabilities and physical/sensory disabilities	Interview	Desirable
5	Good written communication skills	Application & Interview	Desirable
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in people we support's homes, following training	Interview	Essential
8	Ability to demonstrate initiative, motivation and a resourceful, well-organised approach	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 people we support	Interview	Essential
10	Understanding of the person-centered aims and principles of Creative Support and ability to put these into practice, following training	Application & Interview	Essential
11	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
12	Ability to provide emotional and practical support to people we support	Interview	Essential
13	A non-judgmental, accepting approach to working with people who may present challenging behaviours 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
17	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities and physical/sensory disabilities	Application & Interview	Desirable
18	Ability to use a range of helpful communication techniques	Application & Interview	Desirable
20	Experience of supporting people with learning disabilities	Application Form	Desirable
21	Experience of supporting people with physical/sensory disabilities	Application Form	Desirable

22	Life experience or confidence to relate to people from a variety of backgrounds	Application & Interview	Essential
23	Possession of NVQ2/3 or other relevant social care qualification	Application Form	Desirable
24	Good standard of general education	Application Form	Essential
26	Willingness to attend training courses and events	Interview	Essential
27	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
28	Ability to support people we support with their physical health needs, this may include pushing wheelchairs and using hoists	Application & Exercise	Desirable
29	A full, valid UK driving license	Application	Essential

TERMS AND CONDITIONS - SUPPORT WORKER (DRIVER)

Bidford-on-Avon Supported Living Learning Disability Service

Salary:	**£13.45 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, depending on your starting date within the month.*	

Hours:
Full-time (37.5) and part-time opportunities available. Hours to be worked flexibly according to the needs of the service, and may include weekends, evenings, waking nights and bank holidays.

Holidays:
20 days plus 8 statutory days pro rata.

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 pays SSP for the first three working 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 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 Wisdom. 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 number 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.

Development Pathway
At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support.

Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan.