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

Female Relief Extra Care Support Worker Reference: 93978

Hattersley, Tameside Extra Care Services

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

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: 20th 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 candidates are subjected to enhanced DBS checks.

INVESTORS IN PEOPLE® We invest in people Gold
disability confident EMPLOYER
Stonewall DIVERSITY CHAMPION
MINDFUL EMPLOYER

JOB DESCRIPTION – FEMALE RELIEF EXTRA CARE SUPPORT WORKER

Hattersley, Tameside Extra Care Service

Hours: Zero hours basis

Responsible to: Relief Staff Team Leader

The Role:

To provide person-centred care and support to older people with support needs to enable people to live as independent lives as possible in the community. You will engage with service users and build trusting therapeutic relationships. Your role will include visiting service users in their own homes within an Extra Care Housing setting. You will be offering personal care and practical and emotional support in-line with their individual care plan. To work closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals.

Main Duties

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.

2. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

3. To be flexible and responsive to the needs of service users as directed by their Individual Care Plans.

4. Support service users to develop practical and social skills to retain optimum control over their lives.

5. To provide personal care in a sensitive and dignified way and in accordance with the service users wishes.

6. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.

7. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.

8. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.

9. To assist service users with general activities of daily living including:
    - Shopping
    - Meal Preparation
    - Domestic tasks
    - Laundry and ironing
    - Managing day to day finances

10. To advise, encourage and support service users so as to maximise their self care and independent living skills.

11. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

12. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

13. To encourage service user's to identify their strengths and interests and to support service users in accessing social and leisure activities. To promote the personal development of service users through developing care plans which outline goals and aspirations for the future.

14. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.

15. To promote a healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.

16. To inform the Manager/Support Co-ordinator, Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Manager/Support Co-ordinator or the Duty/On Call Manager.

17. To support service users in complying with prescribed medication and self medication programmes. To liaise with the service user's Consultant, GP in respect of compliance with prescribed medication. To report all side effects related to medication.

18. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

19. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.

20. To take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

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

22. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

23. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

24. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.

25. To fulfil the role of Project Key Worker as required, under the direction of a senior member of staff.

Other

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

2. To provide regular verbal and written reports to your Line Manager.

3. To accept regular support and supervision from your Line Manager.

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

5. To comply with Creative Support's Equal Opportunities Policy.

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

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

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

9. To undertake on the role of Shift Co-ordinator when required.

10. 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.

11. 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.

12. 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.

13. Any other duties as required.

PERSON SPECIFICATION – FEMALE RELIEF EXTRA CARE SUPPORT WORKER

Hattersley, Tameside Extra Care Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good written communication skills, with an ability to contribute to a record keeping system	Application form	Essential
3	Good interpersonal skills	Interview	Essential
4	Ability to work as part of a team	Interview	Essential
5	A basic understanding of older people's needs	Application & Interview	Essential
6	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
7	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
8	Ability to work without direct supervision in service user's home	Application & Interview	Essential
9	Ability to liaise in a professional manner with other agencies	Interview	Essential
10	An understanding of the aims and principles of Creative Support	Interview	Essential
11	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
12	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Application, Pre-Emps & Interview	Essential
13	Experience of providing care, support or other services to adults with support needs	Application & Interview	Essential
14	Experience of working with people with older people	Application Form	Desirable
15	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
16	Willingness to work flexible hours including unsocial hours according to needs of service users	Interview	Essential
17	Willing to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – FEMALE RELIEF EXTRA CARE SUPPORT WORKER
Hattersley, Tameside Extra Care Service

Pay Structure:

Salary:	**£12.85 per hour** *(plus rolled up holiday pay)*
Please Note: *Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in.* *National Minimum Wage (£12.71 per hour) will be paid when completing training*	

1. Hours of Work:
As required

2. Holidays:
You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

3. Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

4. Sickness Policy:
You will not be entitled to company sick pay.

5. Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

6. Sona App:
It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts