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Support Worker

Reference: 93979

Barrow Extra Care 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: 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

JOB DESCRIPTION – SUPPORT WORKER

Barrow Extra Care

Hours: Part time hours (16 hours per week). To be worked flexibly on a rota, which will include evenings, weekends and bank holidays according to the needs of the service.

Responsible to: Scheme Care Manager

The Role:

You will 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. You will 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 user's 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
- Medication
- Managing day to day finances
- Participation in community activities both locally and at the scheme

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 users 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 Area Manager/Scheme 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 Area Manager/ Scheme Care Manager 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 Area Manager/ Scheme Care Manager or the Duty/On Call Manager is informed promptly.

21. To follow Health and Safety guidelines carefully and to alert the Scheme Care 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 (if applicable).

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 – SUPPORT WORKER
Barrow Extra Care

	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	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 homes	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 & interview	Desirable
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	Desirable
15	Willingness to work flexible hours including evenings, weekends and bank holidays	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 – SUPPORT WORKER
Barrow Extra Care

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:
Part time (between 16-20 hours per week). Hours to be worked flexibly on a rota, which will include evenings, nights, weekends and bank holidays according to the needs of the service.

Holidays:
20 days pro rata, plus 8 statutory days pro rata.

Part Time Work:
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

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:
All 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 Statutory Sick Pay for the first three working days of any sickness absence
- 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 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 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.

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.