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

Senior Support Worker

Reference: 93983

Jarrow Supported Living 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: 4th December 2026

Once you have submitted your application form allow *10 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

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

JOB DESCRIPTION – SENIOR SUPPORT WORKER
Jarrow Supported Living Service

Accountable To: Project Manager/ Registered Manager

Hours: 37.5 hours per week, to be worked flexibly according the needs of the service.

The Role:
To provide holistic, personalized care and support in a supported living setting to people with learning disabilities, physical disabilities, and mental health needs.

To assist the senior team in planning and delivery of the service, ensuring that the service fulfills all requirements and standards of the service specification, the Commissioners, Creative Support, and involved professionals.

You will support tenants at our service to gain independence and confidence, and to lead a meaningful and fulfilling life that meets their needs, goals and aspirations.

Main Duties:

1. To support service users, their families / carers and other professionals on a daily basis ensuring a professional, positive and welcoming atmosphere at all times.

2. To develop warm and trusting relationships with service users and to encourage them to communicate their needs, preferences and concerns. To promote self-esteem and confidence through the use of positive feedback and encouragement.

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

4. To promote the happiness, welfare and general wellbeing of service users through a warm, sensitive and person centred approach.

5. To offer support and reassurance to service users who may be anxious, distressed or disorientated. To encourage orientation in time and place. To support service users to communicate their needs through verbal and non-verbal communication.

6. To support service users to access a wide range of interesting and stimulating activities, both within their own home and out in the community which incorporates their preferences and interests. To ensure that activities are enjoyable and inclusive, enabling people with a range of needs and abilities to take part.

7. To provide sensitive and respectful support for service users in respect of their personal needs.

8. To liaise with the families of service users and keep them informed of the progress of service users. To report any concerns from families regarding service users to the senior member of staff on duty.

9. 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

10. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

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

12. To ensure that the communication needs of service users are met creatively in accordance with their preferences and needs.

13. 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.

14. 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.

15. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

16. To enable people with physical and sensory disabilities to enjoy a full lifestyle with access to the activities of their choice.

17. To assist service users in the administration and monitoring of prescribed medication in accordance with the corporate medication policy.

18. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and Registered manager are informed promptly.

20. To follow Health and Safety guidelines carefully and to alert the team leader immediately of any concerns in relation to Health and Safety issues.

21. To contribute to project records and individual service user files.

22. To carry out and record all financial transactions involving service users within agency guidelines.

23. To carry out general administrative duties, housing management tasks and services as required.

24. 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.

Senior Support Worker Duties:

1. To offer informal and formal support and supervision to junior staff, relief staff, students and volunteers as appropriate, under the direction of the Project manager.

2. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.

3. To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:

4. Co-ordinating and deploying staff time in such a way as to ensure that service users needs are met and all agreed activities are carried out and outcomes are achieved

5. Delegating tasks and responsibilities as appropriate

6. Ensuring that all support is provided as planned and that quality standards are met at all times

7. To communicate and liaise with other providers of care and support to ensure effective joined up service delivery.

8. To devise duty rota's alongside team leader in accordance commissioned hours. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.

9. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.

10. To take particular responsibility for aspects of health and safety.

29. To liaise effectively with the housing provider to ensure that the accommodation is maintained in a safe, attractive and comfortable condition.

30. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.

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 colleagues.

3. To accept support, supervision and guidance from senior colleagues.

4. To carry out all work in a manner consistent with the service principles of Creative Support.

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

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

7. To identify training needs in discussion with 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 take on the role of shift co-ordinator when required and to deputise for the team leader and service manager as required.

10. Any other duties as required.

PERSON SPECIFICATION - SENIOR SUPPORT WORKER

Danesfield House, Jarrow

	QUALITIES REQUIRED	How assessed?	Essential or Desirable?
1	At least two years' experience of providing care and support to people with learning disabilities and other needs	Application	Essential
2	Experience of managing a staff team and deputizing for a senior manager	Application	Desirable
3	NVQ level 2/3 or other equivalent social care qualification and willingness to work towards NVQ level 4	Application	Essential
4	A degree or equivalent qualification	Application	Desirable
5	A warm, positive, and person-centered approach to working with people with learning disabilities and other needs	Interview	Essential
6	Excellent written and verbal communication and the ability to listen sensitively to others	Application & Interview	Essential
7	Ability to collaborate positively with the people we support, families, and the MDT to maximize outcomes for service users	Application & Interview	Essential
8	Ability to assess individual needs and risks, and devise appropriate support plans and risk management strategies	Application & Interview	Essential
9	Ability to support and supervise staff, and deploy staff resources to meet the needs of the service	Application & Interview	Essential
10	Knowledge of communication strategies (e.g. BSL, Makaton, PECS) and the use of communication aids	Interview	Desirable
11	An understanding of welfare benefits and entitlements, housing rights and tenancy issues, health rights and entitlements	Interview	Desirable
12	Ability to promote anti-discriminatory practice and develop a service that is welcoming to all people	Interview	Essential
13	Supporting service users with physical health needs, for which a good degree of physical health is required	Interview & pre-emps	Essential
14	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
15	A clean driving license and possession of a car	Application & Interview	Desirable

TERMS AND CONDITIONS – SENIOR SUPPORT WORKER
Jarrow Supported Living Service

Salary:	Up to £13.45 per hour	
	Point One:	£13.35 per hour
	Point Two:	£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, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*		

Hours of Work:
Full time, 37.5 hours per week including weekends, evenings and public holidays according to the needs of the service. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role.

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.

Holidays:
20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:
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.

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 pay SSP 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 six 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 Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

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.

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.