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Senior Support Worker

Reference: 93988

Blackpool Complex Services

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: 23rd 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 – SENIOR SUPPORT WORKER

Blackpool Complex Services

Accountable To: Team Leader / Service Manager

The Role:

To provide individualised person-centred support to people with learning disability higher needs living in their own homes; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Main Responsibilities/Duties

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

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 to enable them to participate as fully as possible in their communities.

6. To be responsive to the individual needs of service users within the framework of their Person-Centred Plans and to respond flexibly to changing needs.

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

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

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

9. To monitor, review and evaluate individual protocols for people with complex needs in line with the person centred plan.

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.

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.

12. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

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

14. 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.

15. To take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and the Support Co-ordinator is informed promptly.

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

17. To contribute to project records and individual case files.

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

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

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

Additional Duties for Senior Support Worker

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

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:

- 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
- Delegating tasks and responsibilities as appropriate
- Ensuring that all duties are carried out as prescribed and that quality standards are met at all times

4. To devise duty rotas in accordance with agreed staffing requirements and the needs of service users. 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.

5. 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.

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

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

Other

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

2. To provide regular verbal and written reports to colleagues.

   To accept support, supervision and guidance from senior colleagues.

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

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

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

6. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.

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.

10. 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.

11. Any other duties as required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER
Blackpool Complex Needs Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to engage positively with service users and their families and to develop and sustain warm and trusting relationships	Interview	Essential
2	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
3	Relevant experience of supporting people who have complex needs	Interview	Essential
4	Experience of staff supervision and recruitment	Application & Interview	Essential
5	Familiarity with current national policy and good practice in the provision of support and support services.	Application & Interview	Essential
6	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
7	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
8	A non-judgemental, accepting approach to working with people who may be challenging	Interview	Essential
9	Knowledge of helpful approaches and strategies to support people with learning disabilities and autism	Application & Interview	Essential
10	Ability to carry out holistic assessments of individual support and support needs, including risk assessment	Interview	Essential
11	Ability to devise effective individual care plans, risk management plans and protocols for managing challenging behaviour	Interview	Essential
12	Understanding the person-centred aims and principles of Creative Support and the ability to put them into practice	Application & Interview	Essential
13	A high level of customer focus and the ability to lead/manage a team to provide excellent customer service	Interview	Essential
14	Experience of consulting with service users and responding to their views in service development and delivery	Interview	Essential
15	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
16	At least one years' experience of supervising staff or managing services for people with learning disabilities	Application & Interview	Essential
17	A relevant professional qualification such as NVQ/H&SC Diploma Level 4/5.	Application & Interview	Essential
18	Degree level academic qualifications /management qualifications	Application Form	Essential

19	Willingness to work flexible hours according to needs of the agency and service users	Interview	Essential
20	Willingness to attend training courses and events	Interview	Essential
21	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS –SENIOR SUPPORT WORKER
Blackpool Complex Needs Services

Salary:	**Up to £27,397.50 per annum based on experience and qualifications**
	Point One – £13.95 per hour (FTE: £27,202.50 per annum)
	Point Two – £14.05 per hour (FTE: £27,397.50 per annum)
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 hours are 37.5 per week. To be worked flexibly on a rota which will include evenings, sleep-ins, weekends and public holidays according to the needs of the service.

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

Sleep-ins:
Where there is a requirement for staff to sleep-over on the premises a set sleep-over payment is made for each shift

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.

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, permanent employment will be confirmed.

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.
- 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

You will become a member of our non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times your 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.

Paternity and Maternity Leave

Creative Support offers additional benefits in addition to statutory benefits. These include:

- Enhanced paternity leave
- Enhanced maternity leave

Additional Discretionary Benefits

Creative Support offers additional discretionary benefits.

- Paid 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.

Payroll Giving
Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

WeCare Awards
We recognise our dedicated staff across the organisation with standard, silver and gold awards which are given every 2 months.

Your Rewards
Employee benefits and discount vouchers available through the Your Rewards website.

Retirement Awards
£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years' continuous service.

Long Service Awards
Long service awards are offered after periods of 10, 15 and 20 years' service. These are currently £100, £150 and £200 respectively.

Refer a Friend Scheme
Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers four weeks after their friend starts employment with us.

Welcome Back Grant
We offer £200 worth of vouchers for employees who return to the organisation, subject to a gap of 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.