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Female Support Worker

Reference: 93995

Hyde Intensive Support Service

***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: 24th 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 – FEMALE SUPPORT WORKER

Hyde Intensive Support Service

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

Responsible to: Service Director, Project Manager, Team Leader and other colleagues

The Role: You will provide person centred support to service users with learning disabilities, complex behaviours and physical/sensory disabilities. You will enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

1. Support Work Duties

1.1 Develop warm, trusting relationships with service users to encourage them to express needs, views and concerns.

1.2 Promote the self-esteem, happiness and emotional health of service users.

1.3 Respect service user's right to privacy and ensure that their dignity is maintained.

1.4 Encourage and support service users to express needs, views and concerns. Enable service users make choices and decisions and participate as fully as possible in planning and decision-making processes.

1.5 Respect and promote the rights and entitlements of people with learning disabilities and complex needs and enable them to participate as fully as possible in communities.

1.6 Support service users in maintaining the safety, security and comfort of their homes.

1.7 Support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant.

1.8 Be responsive to the individual needs of service users within the framework of their Person Centred Plans and respond flexibly to changing needs.

1.9 Enable service users to gain independence, confidence and competence in following areas:

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

Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

1.10 Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies, management guidelines and intervention specified by Person Centred Plans.

1.11 Work within management protocols and guidelines for individuals with learning disabilities.

1.12 Ensure that service users receive advice, care and regular health checks to ensure physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.

1.13 Support service users in claiming their full benefit entitlement, budgeting and managing personal finances.

1.14 Utilise appropriate communication techniques according to the needs of the service user.

1.15 Support service users in developing a socially valued lifestyle, including culturally and age appropriate experiences, building on strengths, interests and aspirations of the service user. Enable people to access social, leisure, work and educational opportunities.

1.16 Implement positive risk management strategies in line with Person Centred Plans.

1.17 Assist service users in the administration and monitoring of prescribed medication following the Scheme's Medication Policy.

1.18 Observe and monitor service users' emotional and physical wellbeing and inform relevant staff and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.19 Take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager are informed promptly.

1.20 Follow Health and Safety guidelines and promptly alert the Team Leader of Health and Safety concerns.

1.21 Contribute to project records and individual case files.

1.22 Conduct and record financial transactions involving service users within agency guidelines.

1.23 Carry out general administrative duties, housing management tasks and services as required.

1.24 Contribute to service users' reviews, through verbal and written reports and by attending Support Planning meetings.

1.25 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

activities which will include moving and handling and may involve supporting people with personal care needs.

1.26 You may be required to carry out domestic tasks which could include assisting service users with their washing, ironing and general cleaning tasks as required.

1.27 You will be required to attend your shift on time and ensure that you are fully rested prior to undertaking your waking night shift. You will be required to stay fully awake at all times for the duration of your shift.

2. General Duties

2.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

2.2 Accept support, supervision and guidance from senior colleagues.

2.3 Identify own training needs with line manager and attend training events and courses.

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

2.5 Ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

2.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.

2.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

2.8 Take on the role of shift co-ordinator when required.

2.9 Any other duties as required.

PERSON SPECIFICATION – FEMALE SUPPORT WORKER

Hyde Intensive Support Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of supporting people with autism, learning disabilities and physical/ sensory disabilities	Application	Desirable
2	Possession of NVQ or other relevant social care qualification	Application	Desirable
3	Degree level qualification	Application	Desirable
4	A warm, person centred and respectful approach to people with autism and learning disabilities	Interview	Essential
5	Excellent written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
6	Work constructively and co-operatively as part of a team	Interview	Essential
7	Work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8	Initiative, self-motivation and resourcefulness	Interview	Essential
9	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
10	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
11	A clean driving licence and access to a car	Application	Essential

TERMS AND CONDITIONS – FEMALE SUPPORT WORKER
Hyde Intensive Support 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, dependent on your starting date within the month.*	

1. 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.

2. Holidays:
25 days plus 8 statutory days pro rata.

3. 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.

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

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

6. 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.

7. 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.

8. Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

9. Life Assurance:
Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of 2x 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.

10. 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

11. 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.

12. Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental and optical care, and physiotherapy.

13. Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

14. Payroll Giving:
Administered by Charities Trust, this is a tax efficient way of donating on a regular basis to any registered charity.

15. Achieve Q Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

16. Your Rewards:
Employee benefits and discount vouchers are 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.

17. 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.

18. 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

20. Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation if there have been at least six months between resigning from their original post and taking up their new role.

21. 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.

22. Company mobile phone and laptop:
If applicable to your job role, 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.

23. Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy. Please contact the HR Department for a copy of this.

24. 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.

25. 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