Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 94185

Durham Services for Learning Disabilities and Complex Needs

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: 19 November 2026

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

Once you have submitted your application form allow *7 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 very much look 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 – RELIEF SUPPORT WORKER

Durham Services for Adults with a Learning Disability and Complex Needs

Hours: Flexible relief staff required for day time, evenings, nights, weekend and public holidays according to the needs of the service.

Responsible to: Registered Manager

Creative Support is currently operating around the Durham County including Tudhoe and Trimdon. The supported living services we offer provide personalised support to adults with a learning disability. The role is to provide individualised person centred support for people with learning disabilities and complex needs enabling them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Main Duties

1. To develop and sustain warm and trusting relationships with service users promoting self-esteem, happiness and emotional health.

2. To offer unconditional positive regard to service users, to respect right to privacy and to ensure that their dignity is maintained at all times.

3. To encourage and support service users to express their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision-making processes. To enable people to contribute actively to decisions regarding their own care, support and activities through verbal and non-verbal communication methods which are tailored to their individual needs.

4. To respect and promote the rights and entitlements of people with learning disabilities and complex needs and to enable them to participate as fully as possible in their communities and to maintain community connections.

5. To carry out the role of key worker and to enable service users to achieve their goals and dreams by working alongside them to develop and implement within their person centred plans. To be responsive to changing needs and preferences.

6. To support service users in maintaining the safety, security, cleanliness and comfort of their homes. To 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.

8. 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
    - Managing money
    - 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, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

9. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances as independently as possible to support their chosen lifestyle.

10. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans.

11. To support people to enjoy a wide range of activities within the home and community which meet their needs. 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 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. To observe and monitor the service users' emotional and physical well being and to inform the Registered Manager, families and other agencies of any concerns or significant changes in their needs, behaviour and circumstances.

13. To offer positive behaviour support to individuals who express their frustrations and needs through behaviour that challenges services by using appropriate strategies, management protocols and guidelines agreed with the multi-disciplinary team.

14. To work closely with the families of service users and other professionals involved in their care and support to provide coordinated services to meet the needs of the individuals. To encourage and support connections with families and friends. To positively and respectfully communicate with families and other professionals at all times.

15. To follow the guidance and risk management strategies outlined in the individual's risk management plan, working in a safe, responsible manner to safeguard vulnerable service users from harm ensuring they are able to make choices, enjoy new experiences and live a full life.

16. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Registered Manager and the Duty/On Call Manager.

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

18. To take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Registered Manager is informed promptly.

19. To follow health and safety guidelines carefully and to alert the Registered Manager immediately of any concerns in relation to Health and Safety issues.

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

21. To carry out and record all financial transactions involving service users within agency guidelines. To carry out general administrative duties, housing management tasks and services as required.

22. To contribute to person centred reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

23. 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 include moving and handling and may involve supporting people with personal care needs.

Other

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

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

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

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

28. To comply with and to implement the Equal Opportunities Policy and to maintain confidentiality at all times, in accordance with the agreed policy.

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

30. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support and to take on the role of shift co-ordinator when required.

31. 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.

32. 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.

33. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Durham Services for Adults with a Learning Disability and Complex Needs

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Experience of providing support to people with a learning disability/complex needs.	Application & Interview	Essential
2	Possession of relevant social care qualification (e.g. NVA & Health and Social Care Diplomas)	Interview	Desirable
3	Ability to demonstrate unconditional positive regard and a warm, person-centred approach to people with a learning disability	Interview	Essential
4	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
5	Ability to demonstrate basic insight and understanding into the needs of people with a learning disability/complex needs	Interview	Essential
6	Good verbal and non-verbal communication skills with the ability to tailor these to the needs and preferences of the individuals.	Interview	Essential
7	Written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
8	Ability to work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative.	Interview	Essential
9	Ability to maintain professional boundaries, to liaise in a professional manner with other agencies and to work in a positive and respectful way with the families and friends of service users.	Application & Interview	Essential
10	Ability to provide emotional and practical support to service users	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may be challenging	Application & Interview	Essential
12	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Ability to provide respectful personal care and assistance with mobility needs.	Application & Interview	Essential
14	Willingness and ability to work flexibly to meet the needs of the individuals and the service.	Application Form	Desirable
15	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	Essential
16	To have a clean driving licence and be willing to drive service users' cars.	Interview	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Durham Services for Adults with a Learning Disability and Complex Needs

Pay rate:

£12.85 per hour plus accrued holiday credit.
National Minimum Wage (£12.71 per hour) will be paid when completing training

Hours of Work:

As required (zero hour basis)

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.

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.

Sickness Policy:

You will not be entitled to company sick pay.

Sona App:

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

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.

WeCare Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.