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Relief Support Worker

Reference: 94186

Redditch 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: 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

Redditch Supported Living Service

Accountable To: Assistant Locality Manager and Senior Service Manager

The Role:

We are looking for compassionate, proactive, and enthusiastic individuals to provide individualised support to people with learning disabilities and/or autism at our purpose built supported living service in Redditch. You will work to work with the people we support with daily tasks and promote independence whilst enabling our service users to enjoy a fulfilling and valued lives. You will encourage service users to participate in and contribute to their local community and to develop their abilities as fully as possible.

Main Duties:

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

2. To promote the self-esteem, happiness and emotional health of service users.

3. To respect the individual'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 complex physical needs, to enable them to participate as fully as possible in their communities.

6. To develop person centred plans and support plans with service users which identify the ways in which they prefer to be supported and their chosen activities and goals. To respond flexibly to the changing needs and choices of individuals.

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

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

9. To ensure that the communication needs of service users are met creatively in accordance with their preferences and needs, and work within Creative Support's confidentiality policy.

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; and to inform other professionals where there may be any changes to wellbeing.

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, whilst not being exposed to unacceptable risks. To devise positive risk management plans.

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

13. To safeguard service users from harm and to work within the safeguarding adults' policies of Creative Support and Worcestershire County Council.

14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Area Manager and the Supported Living Manager are informed promptly.

15. To follow Health and Safety guidelines carefully and to alert Managers immediately of any concerns in relation to Health and Safety issues.

16. To contribute to project records, individual case files and to record all financial transactions involving service users within agency guidelines.

17. 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.

Other:

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

19. To accept support, supervision and guidance from senior colleagues, and attend training where required.

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

21. 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.

22 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.

23 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.

24 Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER
Redditch Supported Living Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with learning disabilities	Interview	Essential
2	Good verbal communication skills, able to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with learning disabilities	Interview	Desirable
5	Good written communication skills	Application	Desirable
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service users homes (following training)	Interview	Essential
8	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
9	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
10	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
11	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
12	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities, physical/sensory disabilities, or challenging behaviour	Application & Interview	Desirable
13	Ability to use a range of helpful communication techniques	Application & Interview	Desirable
14	Experience of supporting people with learning disabilities physical/sensory disabilities or similar	Application Form	Desirable
15	Life experience and confidence in relating to people from a variety of backgrounds	Application & Interview	Essential
16	Possession of NVQ2/3 or other relevant social care qualification	Application Form	Desirable
17	Good standard of general education	Application Form	Essential
18	Willingness to work flexible hours according to needs of agency and service users	Interview	Desirable
19	Willingness to attend training courses and events	Interview	Essential
20	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
21	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 & Exercise	Desirable
22	Willingness to work sleep-ins, evenings and weekends as required	Application & Interview	Desirable

TERMS AND CONDITIONS - RELIEF SUPPORT WORKER

Redditch Supported Living Service

Pay Structure:

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

Hours of Work:

As required.

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.

Sponsorships:

We are unable to offer sponsorship to any skilled worker visas for any relief/ bank posts. This is because the Home Office require individuals to have a set annual earnings threshold of over £21,000 per annum and we are unable to guarantee hours on an ad-hoc basis.