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Female Support Worker

Reference: 94197

Dudley 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: 20 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 – FEMALE SUPPORT WORKER

Dudley Supported Living Service

Hours: Full time or part time hours available (Flexible: to include evenings, nights, weekends and public holidays according to the needs of the service).

Responsible to: Service Manager/ Team Leaders / Senior Support Workers

The Role:

To provide individualised support to people with physical sensory disabilities and/or learning disabilities in a supported living setting, to promote their quality of life and personal development. You will engage with service users and build trusting therapeutic relationships, working within to encourage wellbeing and positive coping skills. Your role will include offering support to service users in their own homes or in other settings as part of a structured approach and offering respite to carers and practical and emotional support to families as appropriate. To work closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals.

Main Duties:

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.

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

3. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans.

4. To support service users with personal care, taking heed of moving and handling protocols.

5. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.

6. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.

7. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.

8. To advise, encourage and support service users so as to maximise their self care and independent living skills.

9. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

10. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

11. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities. To promote the personal development of service users through developing support plans which outline goals and aspirations for the future.

12. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.

13. To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services. To promote a healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.

14. To assist in monitoring service users' health and general well-being and to inform the Manager/Support Co-ordinator, CPN/Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Registered Manager or the Duty/On Call Manager.

15. To support service users in complying with prescribed medication and self-medication programmes. To liaise with the service user's Consultant, GP and CPN in respect of compliance with prescribed medication. To report all side effects related to medication.

16. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

17. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.

17. To provide respite for carers and maintain a warm and responsive approach to families and to report their feedback and concerns.

18. To take appropriate action in the event of emergencies, ensuring that the Registered Manager or the On Call 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 ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

21. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

22. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings. To work within the framework of the CPA and to liaise with the Care Co-ordinator and other professionals on a regular basis.

23. To fulfil the role of Key Worker as required, under the direction of a senior member of staff.

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 your Line Manager.

3. To accept regular support and supervision from your Line Manager.

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

5. To comply with Creative Support's Equal Opportunities Policy.

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

7. To identify training needs in discussion with your 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 undertake on the role of Shift Co-ordinator when required.

10. 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

11. Any other duties as required.

PERSON SPECIFICATION – FEMALE SUPPORT WORKER

Dudley Supported Living Service

	QUALITIES REQUIRED	How assessed?	Essential/ Desirable
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good written communication skills, with an ability to contribute to a record keeping system	Interview	Essential
3	Good interpersonal skills, particularly with a view to working pro-actively with family members	Interview	Essential
4	Ability to work as part of a team	Interview	Essential
5	A thorough understanding of physical sensory disabilities and dysphagia support needs	Application & Interview	Essential
6	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
7	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
8	Ability to work without direct supervision in service user's home	Application & Interview	Essential
9	Ability to liaise in a professional manner with other agencies	Interview	Essential
10	An understanding of the aims and principles of Creative Support	Interview	Essential
11	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
12	Experience of providing care, support or other service to adults with support needs	Application & Interview	Desirable
13	Experience of working with people with physical sensory disabilities and/or learning disabilities	Application Form	Desirable
14	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
15	Willingness to work flexible hours including unsocial hours according to needs of service users	Interview	Essential
16	Willingness to attend training courses and events	Interview	Essential
17	Willing to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – FEMALE SUPPORT WORKER
Dudley Supported Living Service

Salary:	**£12.85 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:
Full time and part time hours available, to be worked flexibly according to the needs of the service. This may include daytimes, evenings, weekends and bank holidays.

Sleep Ins:
Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift. This may vary according to the needs of the service.

Holidays:
20 days plus 8 statutory days pro rata.

Bank Holidays:
An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Level 2 and/or Level 3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

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

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, employment will be confirmed.

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.

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 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:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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.

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

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.

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.