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

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Housing Support Worker

Reference: 94189

Fleetwood, Blackpool

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

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 are very much looking 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 HOUSING SUPPORT WORKER
Fleetwood, Blackpool

Hours: Zero hours contract, as and when required.

Responsible to: Project Manager

The Role:

- You will assist senior staff in the planning and delivery of the service.
- You will provide person-centred housing related support to people who are homeless or at risk of homelessness, and enable them to gain independence, and to live a fulfilling life.
- You will work with service users in a recovery-focused way in line with their support plans and risk management plans.
- You will support and supervise staff and deploy staff resources effectively to meet the needs of the service.

Care and Support:

1. Develop and sustain warm and trusting relationships with service users.

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

3. Respect the person's right to privacy and ensure that their dignity is maintained at all times.

4. Provide respectful personal care according to the needs and preferences of individuals.

5. Encourage and support service users in expressing needs, views and concerns. Enable service users to make choices and decisions and to participate to the fullest in planning and decision-making processes.

6. Respect and promote the rights and entitlements of people with learning disabilities and mental health needs, and enable them to participate to the fullest in their communities.

7. Be responsive to the needs of service users in line with Person Centred Plans and respond flexibly to changing needs.

8. Work in a recovery-focused way with service users with mental health needs in line with their Support Plan, Risk Management Plan, and Wellness Recovery Action Plan.

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

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

10. You will achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

11. Support people who express their frustrations and needs through behaviour that can challenge services by using appropriate strategies and interventions specified by Positive Behaviour Support Plan.

12. Ensure that service users receive advice, care and regular health checks to ensure their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles in accordance with Health Action Plans and any health management guidelines.

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

14. Administer prescribed medication in accordance with the Medication Policy and Procedures.

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

16. Take appropriate action in the event of emergencies, ensuring that the Registered Manager and the Support Co-ordinator are informed promptly.

17. Follow Health and Safety guidelines and report health and safety concerns.

18. Contribute to service records and individual case files.

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

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

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

General Duties

1. Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

2. Accept support, supervision and guidance from senior colleagues.

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

4. 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
    - The Mental Capacity Act 2005
    - The Care Act 2014
    - The quality standards and expectations set out by the CQC (Safe, Caring, Effective, Responsive and Well Led)
    - All Creative Support policies, procedures and guidelines for best practice

5. Support service users with physical health and mobility needs, including moving and handling and using hoists.

6. Identify own training needs in discussion with line manager and attend training events and courses as required.

7. Any other duties as required.

PERSON SPECIFICATION - RELIEF HOUSING SUPPORT WORKER
Fleetwood, Blackpool

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Experience of providing care and support to people with a housing-related support needs	Application	Essential
2	Possession of Health and Social Care Diploma, NVQ or other relevant social care qualification	Application	Desirable
3	A warm, person centred, and affirmative approach to people with a housing-related support needs	Interview	Essential
4	Good verbal and written communication skills and ability to listen sensitively to others	Interview	Essential
5	Collaborate with service users, families, and involved professionals to provide a service which maximises outcomes for service users	Interview	Essential
6	Work effectively as part of a team and alone without direct supervision in service user homes	Application & Interview	Essential
7	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
	Knowledge of the recovery model and ability to work in a recover-focused way with service users	Interview	Essential
8	Understanding of challenges faced by people with complex needs, including homelessness or risk of homelessness, substance misuse, offending backgrounds, and/or low level mental health needs	Interview	Essential
9	Support people with physical health and mobility needs. This may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required	Application & Interview	Essential
10	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
11	A clean, valid driving licence and access to a car	Application	Essential

TERMS AND CONDITIONS – RELIEF HOUSING SUPPORT WORKER
Fleetwood, Blackpool

Salary:

Salary:	**£12.85 per hour**
Please Note: *Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in.*	

Above rate effective from 01 January 2026.
National Minimum Wage (£12.71 per hour) will be paid when completing training

Hours of Work:
Zero hours contract, as and when required.

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.

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

Sickness Policy:
You will not be entitled to company sick pay.

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

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