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Relief Support Worker

Reference: 94225

Stockton and Billingham Services

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: 03 December 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

Stockton Services

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, Support Coordinator

The Role:

This is a dynamic and growing service that offers a range of support packages to support our service users with mental health and learning disabilities. As a Relief Support Worker at our Stockton and Billingham services you will be supporting our service users, promoting independence, reducing isolation and encouraging mental and physical wellbeing.

You will provide person-centred care and support to clients to take part in all aspects of everyday life and to enjoy a wide range of activities. We are looking to recruit people who are confident when lone working.

1. Care and Support

1.1 To develop and sustain warm and trusting relationships with service users.

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

1.3 To respect the person's right to privacy and ensure that their dignity is maintained at all times.

1.4 To encourage and support service users in expressing needs, views and concerns. To enable service users to make choices and decisions and to participate in planning and decision-making processes.

1.5 To support service users to express their personal identity,

1.6 To respect and promote the human rights and entitlements of people with mental health needs and learning disabilities and enable them to participate in their communities as active citizens, enjoying the same rights as others. To support service users to access independent advice and advocacy when needed and to signpost/refer to external agencies as required.

1.7 To be responsive to the individual needs of service users within the framework of their integrated support plans to respond flexibly to changing needs.

1.8 To enable and empower service users to gain independence, confidence and competence in following areas:

- Personal care and hygiene
- Improving and maintaining health and wellbeing
- Daily living skills
- Budgeting and paying bills
- Social skills/relationships
- Using community resources and facilities

- Social, leisure and work activities
- Finding and sustaining voluntary or paid employment
- Self-organisation and coping abilities
- Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback. To build on individual strengths, interests and assets. Where service users are unable to carry out tasks for themselves (such as housework, shopping, cooking, laundry, etc) to carry these out on their behalf with regard for their preferences. To promote the service user's active involvement and capacity for self-management when undertaking any tasks and to always seek to develop their skills and confidence and their enjoyment of everyday activities.

1.9 To ensure that service users attend all health appointments and receive advice, care and regular health checks to ensure their physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.

1.10 To communicate with service users in their preferred manner and to follow communication passports and guidelines.

1.11 To support service users in developing a socially valued life, which includes culturally and age appropriate experiences, building on their strengths, interests and aspirations. To enable people to access social, leisure, education, training and employment opportunities.

1.12 To support service users to build and maintain their relationships with family and friends and to develop their informal support network.

1.13 To communicate with service users in their preferred manner and to follow communication passports and guidelines.

1.14 To provide a culturally sensitive and appropriate service to service users from diverse backgrounds and to support people to observe their chosen faith and maintain cultural connections.

1.15 To assist and support service users in the ordering, administration and monitoring of prescribed medication following Creative Support's Medication Policy and local guidelines.

1.16 To support service users to enjoy a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene and to support service users to store and prepare food safely.

1.17 To enable service users to maintain their homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain their independence.

1.18 To support service users to maintain a positive and purposeful routine and lifestyle which enables their personal development.

1.19 To ensure that the assessed needs of people with physical and sensory disabilities are met and to provide safe and appropriate personal care and support to meet health needs. This may involve undertaking delegated health care tasks in accordance with agreed plans and guidelines.

1.20 To support service users to travel with confidence on public transport

1.21 To act as the nominated key worker for a number of service users. To carry out this role diligently and proactively.

1.22 To plan and contribute to service users' Person Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To enable the service user's views and wishes to be at the heart of decision making.

1.23 To devise activity plans to meet the identified needs and preferences of service users and to organise and to undertake activities in accordance with agreed activity plans, risk management guidelines, positive behavioural support guidelines and financial protocols. To ensure the safety of service users when undertaking activities inside the home and in the community and to promote their enjoyment and personal development whilst participating in activities.

1.24 To support service users to plan short breaks and holidays and to accompany them on outings and holidays at their request, where support is required.

1.25 To observe and monitor service users' emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.26 To ensure that the safety and welfare of service users is paramount and to report any poor practice to your manager, whether relating to colleagues, external agencies or others.

1.27 To ensure that all incidents, accidents and safeguarding concerns are reported in a timely manner, in accordance with agency and Local Authority requirements. To ensure that any agreed follow up actions or protection measures are implemented.

1.28 To follow health and safety guidelines and alert your manager to any health and safety concerns.

1.29 To carry out daily and weekly health and safety checks within agreed timescales and to report any safety concerns.

1.30 To contribute to project records and individual case files.

1.31 To conduct and record financial transactions involving service users within agency guidelines.

1.32 To carry out general administrative duties, housing management tasks and services as required.

1.33 To contribute to the induction of new staff, students and agency support staff following the local induction procedure.

1.34 To take part in and contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.

1.35 To communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.

1.36 To respond positively and quickly to complaints or feedback from service users, their families, or others. To acknowledge and record all complaints are logged in the complaints file. To ensure that complaints procedure is followed and that your manager and Head Office is informed.

1.37 To drive service user and company cars as appropriate (and if in possession of a current driving licence).

1.38 To undertake other tasks as required on instruction from or on behalf of senior staff.

2. Person Centred Behavioural Support

2.1 To work within the principles of Positive Behavioural Support at all times in a person centred and therapeutic way.

2.2 To follow approved Breakaway or Physical Intervention Techniques as prescribed through Creative Support's Citrus Model of Intervention at all times. To only provide approved Techniques, to follow all Preventative and Reactive Strategies and to use physical interventions as a last resort to ensure the safety of Service Users and others.

2.3 To create excellent written records which could stand up to scrutiny, ensuring the you complete Incident Reports with support from you Line Manager, detailing any Incident Behavioural or Otherwise. To ensure that all Incidents are uploaded to our Airtable Reporting System and to take part in debriefs with Senior Staff following Incidents having taken place.

2.4 To hold Key Working Meetings with Identified Service Users and use these as opportunities to explore intricacies of Individuals Lives, Behaviour, Activities, Choices, Opportunities and Outcomes. To create excellent Key Working Records to be shared with Local Clinical Teams and Managers to ensure genuine opportunities for change for Individuals take place.

2.5 To take part in reviewing Integrated Support Plans with your Line Manager and Identified Service User to ensure Support Plans fully reflect the needs of the Individual and their Identified Goals and Outcomes.

2.6 To support people who express their needs through behaviour that challenges services by using appropriate supportive strategies and interventions as specified by Positive Behaviour Support Plans.

2.7 To closely adhere to the Behaviour Management Guidelines as defined by the Senior Practitioner and Multi-Disciplinary Team. To be part of a Core Team of staff working with a group of service users providing consistent, predictable support at all times.

PERSON SPECIFICATION –RELIEF SUPPORT WORKER

Stockton Services

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Experience of supporting people with learning disabilities.	Application & Interview	Essential
2	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with a learning disabilities, mental health needs and complex needs.	Interview	Essential
3	A warm and person-centred approach	Interview	Essential
4	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
5	Good verbal communication and listening skills	Application & Interview	Essential
6	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
7	Possession of a relevant vocational qualification (such as NVQ, Health & Social Care Diploma or equivalent)	Application and post-interview checks	Desirable
8	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
9	Well motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
10	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
11	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
12	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
13	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
14	Ability to work without direct supervision and to use own initiative	Interview	Essential
15	A non judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviour inclusive of the implementation of CITRUS techniques (with training) when required.	Application & Interview	Essential
16	Ability to be trained and use CITRUS breakaway and physical intervention techniques if and when required. Applicants must be physically fit and able to perform these techniques in line with the techniques requirements.	Application Form, Pre-emp Forms & Interview	Essential
17	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual.	Interview	Essential

18	Willingness to learn and follow helpful approaches, interventions in working with people with learning disabilities.	Application & Interview	Essential
19	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc).	Application & Interview	Desirable
20	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
21	Punctual and reliable	Interview and post-interview checks	Essential
22	Willingness to work flexibly to meet the needs of the service	Interview	Essential
23	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Stockton Services

Pay structure:

£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.