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: 94238

Witham, Essex Residential Care 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: 08 December 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

JOB DESCRIPTION – RELIEF SUPPORT WORKER

Witham, Essex Residential Care Service

Hours: Zero hour basis

Responsible to: Registered Manager and other Senior Managers

The Role:

The service is a registered care home in Witham, Essex, currently supporting 6 people with learning disabilities, physical disabilities and complex health needs. Your role would be to provide individualised, person-centred support to people with a variety of needs and support required. You will enable individuals to enjoy fulfilling and valued lives, participate actively in the community and promote their independence as fully as possible.

Main Duties:

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

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

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

4. 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. To communicate with the individuals using Makaton, pictures and objects of reference.

5. To respect and promote the rights and entitlements of people with learning disabilities and to enable them to participate as fully as possible in their communities and to maintain community connections. To enable service users to form friendships and organise social activities.

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

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

9. To follow agreed guidelines for the provision of support and assistance to individuals with mobility needs. To use aids, lifting equipments (e.g. hoists), monitoring alarms and other assistive technologies in accordance to the guidelines.

10. 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 by providing assistance, support, advice, teaching, role modelling and by motivating, encouraging and offering positive feedback. To always seek to actively involve service users in everyday tasks and activities.

11. 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.

12. To support people to enjoy a wide range of activities within the home and community which meets 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 their strengths, interests and aspirations. To enable people to access social, leisure, work and educational opportunities. To support people to a range of activities including college, swimming, theatre shows, ice skating and discos.

13. 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.

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

15. 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.

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

17. 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.

18. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy. To carefully follow instructions for prescribed medication and to ensure that all medication is recorded in accordance to with agency policies.

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

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

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

22. To carry out and record all financial transactions involving service users within agency guidelines.

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

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

25. 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.

Other:

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

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

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

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

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

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

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

33. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

34. To take on the role of shift co-ordinator when required.

35. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Witham, Essex Residential Care Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate unconditional positive regard and a warm, caring, respectful and person centred approach to supporting people with a learning disability, visual impairment and complex health needs.	Interview	Essential
2	Ability to engage with service users, to develop and sustain warm and trusting relationships.	Interview	Essential
3	Ability to demonstrate basic insight and understanding into the needs of people with learning and sensory disabilities.	Interview	Essential
4	Experience of providing care or support to people with a learning disability, visual impairment and complex health needs.	Application & Interview	Essential
5	Possession of relevant social care qualification (eg NVQ & Health and Social Care Diplomas).	Application	Desirable
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	Good observational and reporting skills and the ability to contribute to a record keeping system. Candidates must demonstrate sufficient competence in spoken English and literacy to meet our requirements.	Application & Interview	Essential
8	Knowledge and skills in the use of total communication approaches (e.g. BSL, Makaton, PECS etc) and the use of communication aids	Interview	Desirable
9	Ability to work constructively and cooperatively as part of a team and to demonstrate self motivation, initiative and good sense of humour.	Interview	Essential
10	Ability to work safely and responsibly without direct supervision in the service user's own home and in the community.	Interview	Essential
11	A creative and resourceful approach to enable the full involvement and enjoyment of service users in daily living tasks and all activities. Ability to promote independence and to build on strengths, interests and abilities.	Interview	Essential
12	Understanding of the person centred aims and principles of Creative Support and the ability to put these into practice.	Application & Interview	Essential
13	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.	Interview	Essential
14	Ability to follow guidelines to manage risks and specific instructions relating to medication, financial transactions and the use of lifting equipment and assistive technologies.	Interview	Essential
15	Ability to demonstrate respect and acceptance of difference and diversity.	Application & Interview	Essential
16	Ability to provide emotional and practical support with all aspects of everyday life including the provision of respectful personal care and assistance with mobility needs.	Application & Interview	Essential
17	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.	Application & Interview	Essential
18	Ability to work in a calm, confident, patient and tolerant manner at a pace appropriate to the needs of the individual.	Interview	Essential
19	Ability to work flexibly and reliably and to demonstrate commitment and positive work ethic.	Interview	Essential

20	Enthusiastic and energetic 'can do' approach with the commitment to go the extra mile to enable service users achieve their goals. Must be in sufficiently good health to support service users with a wide range of community activities.	Application & Interview	Essential
21	Willingness to attend training courses and events	Interview	Essential
22	Willingness to accept feedback and guidance to reflect on practice and to be accountable to service users, colleagues and managers	Interview	Essential
23	To have a clean driving licence and be willing to drive service users cars	Application Form	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Witham, Essex Residential Care Service

Pay Structure:

£13.50 per hour plus rolled up holiday pay

National Minimum Wage will be paid when completing training

Please note: You will be paid weekly for the shifts done the previous week.

1. Hours of Work:

Zero hour basis.

2. DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service and ISA checks.

3. Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

4. Probationary Period:

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

5. 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.

6. Sickness Policy:

You will not be entitled to company sick pay.

7. Sona App:

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

8. 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.