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 Support Worker

Reference: 94242

Chorley ABI 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: 09 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

All employees are subject to enhanced DBS checks

JOB DESCRIPTION – RELIEF SUPPORT WORKER

Chorley ABI Service

Hours: Relief basis – flexible shifts

Responsible to: Supported Living Manager

About the Service:

The Chorley ABI Service will provide a bespoke adapted supported living services for a man with an Acquired Brain Injury. The service will offer an empowering model of support which will enable him to lead a fulfilling and valued life - being part of his family, participating in his local community, developing independent living skills and achieve his personal goals. We are looking for individuals particularly who may share his interests – like keeping fit, video games, listening to music, puzzles, bowling, cinema, football, snooker and socialising.

Due to the service development all staff members recruited will initially be required to work dynamically between Chorley and an inpatient setting to ensure the smooth development of the service and excellent transitions.

About You:

- You will be a great communicator – able to talk clearly and be an excellent listener
- You will be warm, compassionate and caring
- You will enjoy supporting people to live their best life
- You will be physically and mentally resilient due to the nature of the work
- You will be happy working in a consistent, predictable way, enjoying a calm and quiet environment that meets individual's needs
- You will be observant and pay great attention to detail

Care and Support:

1.1 To develop and sustain warm and trusting relationships

1.2 To promote the self-esteem, happiness and emotional health

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 the individual in expressing needs, views and concerns. To enable him to make choices and decisions and to participate in planning and decision-making processes

1.5 To respect and promote the persons human rights and entitlements, supporting him to participate in his community as an active citizen, enjoying the same rights as others

1.6 To be responsive to individual needs within the framework of the persons Integrated Support Plan to respond flexibly to changing needs

1.7 To enable and empower the individual to gain independence, confidence and competence in:

- Personal care and hygiene
- Improving health and wellbeing
- Daily living skills
- Budgeting and paying bills
- Social skills/relationships
- Using community resources
- Social, leisure and work activities
- Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback, building on his strengths, interests and assets.

1.8 To ensure attendance at all health appointments and regular health checks to ensure physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.

1.9 To communicate in his preferred manner and to follow communication passports and guidelines.

1.10 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.

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

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

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

1.14 To support a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene

1.15 To enable him to maintain his homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain independence.

1.16 To support a positive and purposeful routine and lifestyle which enables personal development.

1.17 To ensure that assessed needs 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.

1.18 To plan and contribute to Person Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To ensure the individuals views and wishes to be at the heart of decision making.

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

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

1.21 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.

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

1.23 To contribute to all project records (as directed) and individual case files.

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

1.25 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.

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

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

Person Centred Behavioural Support:

1.28 To work within the principles of positive behavioural support at all times in a person centred and therapeutic way.

1.29 To follow positive behaviour support principles and guidelines at all times, using preventative strategies and positive approaches. Using reactive strategies once trained as a last resort to ensure safety

1.30 To work in a highly compassionate and sensitive way in particular where there are signs of acute distress/low mood and to monitor risks following risk management and contingency plans

1.31 To create excellent written records particularly detailing any incident (behavioural or otherwise) and to take part in debriefs with senior staff following incidents having taken place

1.32 To attend group meetings with members of the Complex Care Team to review support provided and incidents that have taken place to support staff to remain emotionally resilient and supportive following challenging events

1.33 To attend team and group meetings to explore intricacies of the individuals life, 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 to take place.

1.34 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.

1.35 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.

General Duties:

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

1.37 Accept support, supervision and guidance from senior colleagues.

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

1.39 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
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

1.40 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.

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

1.42 Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER
Chorley ABI Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Experience of supporting people with support needs	Application & Interview	Essential
2	Ability to demonstrate unconditional positive regard and a non-judgemental approach where individuals may be stressed	Interview	Essential
3	A warm, respectful 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	Clear 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	Ability to provide respectful personal care and to promote dignity	Application & Interview	Essential
11	Ability to work without direct supervision and to use own initiative	Interview	Essential
12	Applicants must be physically fit enough to perform Breakaway Techniques	Pre-emp Forms & Interview	Essential
13	Ability to work in a calm, patient, sensitive manner at a pace appropriate to the needs of the individual.	Interview	Essential
14	Punctual and reliable	Interview & References	Essential
15	Willingness to work flexibly to meet the needs of the service	Interview	Essential
16	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Chorley ABI Service

Pay Structure:

£12.85 per hour plus rolled up holiday pay

National Minimum Wage (£12.71 per hour) will be paid when completing training

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

Hours of Work:

As required

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.

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.

Sona App:

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