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Relief Recovery Support Worker

Reference: 95192

Forest Road, Loughborough, Leicestershire

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: 19 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

All candidates are subjected to enhanced DBS checks

JOB DESCRIPTION – RELIEF RECOVERY SUPPORT WORKER

Forest Road, Loughborough, Leicestershire

Hours:
Flexible relief staff required for day time, evenings, nights, weekend and public holidays according to the needs of the service.

Responsible to:
Recovery Team Manager / Senior Support Worker

The Role:
To provide person-centred housing related support up to 2 years to adults with mental health needs in a newly built supported accommodation setting. You will engage with service users to build trusting therapeutic relationships and offer practical support to enable them to build their daily living skills in accordance with their individual recovery-based support plan. You will work closely with other professionals and agencies to provide a co-ordinated personalised service which meets the identified needs of individuals, promotes their recovery and positive mental wellbeing, and improves their quality of life.

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 users' right to privacy and to ensure that their dignity is maintained at all times.

3. To achieve positive outcomes through developing and implementing recovery-focused support plans which outline goals and aspirations for the future.

4. To be flexible and responsive to the needs of service users and their families, as directed by their person-centred plans/recovery plans.

5. To support service users to develop and regain life skills and confidence, to make choices and to retain control over their lives.

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

7. To enhance the confidence, coping abilities and resilience of service users through encouragement and positive feedback.

8. To support service users in maintaining their emotional wellbeing and managing their mental health, to manage symptoms and promote recovery. To contribute to the development of recovery plans and WRAPs.

9. To assist and support service users with general activities of daily living including:

- Shopping
- Meal Preparation
- Cleaning and general household tasks
- Attending hospital or GP appointments

- Accessing community facilities
- Taking part in meaningful activities

10. To support service users in budgeting, avoiding debt and managing their finances and to ensure that they are able to maximise their income and enjoy a good quality of life by liaising with Welfare Rights agencies.

11. To support service users to manage their accommodation and to maintain the safety, hygiene and comfort of their home.

12. To encourage service users to utilise any aids, adaptations or assistive technologies which promote their safety and independence.

13. To support service users in developing and maintaining their social networks and enjoying relationships with families, friends and neighbours. To encourage the use of informal and peer support.

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

15. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities.

16. To enable service users to participate in their local communities, to engage with sources of informal and peer support and to enjoy the rights and responsibilities of citizenship.

17. To promote a healthy, active lifestyle and to give person-centred advice and support around diet, exercise, stress reduction, smoking cessation, weight loss and the management of long term health conditions.

18. To support service users to source and move on into more independent accommodation.

19. To inform the Manager, Care Manager and relevant agencies of any concerns or significant changes in the needs and circumstances of service users. To report any concerns regarding children vulnerable adults or children with immediate effect to the Manager/Support Coordinator or the Duty/On Call Manager.

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

21. 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.

22. 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.

23. To undertake health and safety tasks in relation to the accommodation unit, e.g. weekly fire tests.

24. To take appropriate action in the event of emergencies or crisis situations, ensuring that the Team Manager or the Duty/On Call Manager is informed promptly.

25. To follow Health and Safety guidelines carefully and to alert the Manager immediately of any concerns in relation to Health and Safety issues.

26. 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.

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

28. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.

29. To carry a caseload and to diligently fulfil the role of Key Worker as required, under the direction of a senior member of staff.

30. 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

31. To notify your Line Manager of planned whereabouts and to submit accurate timesheets Weekly.

32. To provide regular verbal and written reports to your Line Manager.

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

34. To carry out all work in a manner consistent with the person centred values and aims of Creative Support.

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

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

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

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

39. To undertake on the role of Shift Co-ordinator when required.

40. Any other duties as required.

PERSON SPECIFICATION – RELIEF RECOVERY SUPPORT WORKER
Forest Road, Loughborough, Leicestershire

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1.	A warm approach and ability to positively engage service users	Interview	Essential
2.	Good verbal communication skills and interpersonal skills	Interview	Essential
3.	Good written communication skills, with an ability to contribute to a record keeping system	Application	Essential
4.	Ability to work positively as part of a team	Interview	Essential
5.	An understanding of how to support people with mental health needs.	Application & Interview	Essential
6.	Ability to provide emotional and practical support to service users in ways which promote their dignity, independence and recovery	Interview	Essential
7.	A common sense approach to problem solving and an ability to respond effectively in crisis or emergency situations.	Interview	Essential
8.	Ability to liaise in a professional manner with other agencies.	Interview	Essential
9.	An understanding of the person-centred aims and principles of Creative Support.	Interview	Essential
10.	Commitment to equal opportunities and anti-discriminatory practice.	Application & Interview	Essential
11.	Experience of providing support services to people in an accommodation based service.	Application & Interview	Desirable
12.	Experience of working in a recovery-focused way and/or experience of developing recovery plans and WRAPs.	Application & Interview	Essential
13.	Good work ethic, timekeeping, attendance and reliability.	Application & Interview	Essential
14.	Willingness to work flexible hours.	Interview	Essential
15.	Willingness to respond positively to instructions and guidance from senior colleagues.	Interview	Essential
16.	Car owner/driver, willing to use car for work related travel and to obtain business insurance.	Interview	Essential
17.	Possession of NVQ 2 or higher social care qualification.	Application	Desirable
18.	A basic understanding of the benefit system with the ability to complete benefit application forms.	Interview	Desirable

TERMS AND CONDITIONS – RELIEF RECOVERY SUPPORT WORKER

Forest Road, Loughborough, Leicestershire

Salary

£12.85 per hour plus accrued holiday credit

Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

Hours of Work:

As required; to be worked flexibly on a rota which may include evenings, weekends and public holidays according to the needs of the service.

DBS Checks:

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

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.

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.