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Relief Support Worker

Reference: 95194

Grimsby Supported Living 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: 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

All employees are subject to enhanced DBS checks

JOB DESCRIPTION – RELIEF SUPPORT WORKER
Grimsby Supported Living Service

Hours: **This is a 0-hour contract.**

Responsible to: Relief Staff Manager

The Role:

- To provide individualised support to people with learning disabilities and complex needs living in their own homes or in supported housing
- To enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Care and Support:

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

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

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

1.4 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.

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

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

1.7 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.

1.8 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

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

1.9 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.

1.10 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.

1.11 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.

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

1.13 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.

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

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

1.16 Contribute to service records and individual case files.

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

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

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

General Duties:

1.20 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.

1.21 Accept support, supervision and guidance from senior colleagues.

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

1.23 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

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

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

1.26 Any other duties as required.

PERSON SPECIFICATION - RELIEF SUPPORT WORKER

Grimsby Supported Living Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	A warm, person-centred approach and the ability to positively engage with 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.	Experience of providing support to older people or adults with support needs	Application & Interview	Essential
6.	Ability to provide respectful personal care, emotional and practical support to service users in ways which promote their dignity and independence	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.	Good work ethic, timekeeping, attendance and reliability	Application Interview & references	Essential
12.	Willingness to work flexible hours including evenings, weekends and bank holidays	Interview	Essential
13.	Willingness to respond positively to instructions and guidance from senior colleagues	Interview and references	Essential
14.	Car owner/driver, willing to use car for work related travel and to obtain business insurance	Interview	Desirable
15.	Possession of NVQ 2 or higher social care qualification	Application	Desirable
16.	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required.	Application, Pre-Emps & Interview	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER
Grimsby Supported Living Service

Salary:
£12.85 per hour (plus accrued holiday credit)

Hours of Work:
As required

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

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.

DBS Checks:
Employment will be subject to enhanced Disclosure and Barring Service checks 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.

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.