Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 95202

Heysham 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: 21 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
Heysham Service

Hours: Zero hours (as required).

Responsible to: Service Director, Project Manager, Team Leader and other colleagues

The Role:
You will provide person centred support to service users with learning disabilities, mental health needs and complex behaviours within a forensic specialist service. You will enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

1. Support Work Duties:

1.1 Develop warm, trusting relationships with service users to encourage them to express needs, views and concerns.

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

1.3 Respect service user's right to privacy and ensure that their dignity is maintained.

1.4 Encourage and support service users to express needs, views and concerns. Enable service users make choices and decisions and participate as fully as possible in planning and decision-making processes.

1.5 Respect and promote the rights and entitlements of people with learning disabilities and complex needs and enable them to participate as fully as possible in communities.

1.6 Support service users in maintaining the safety, security and comfort of their homes.

1.7 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.

1.8 Be responsive to the individual needs of service users within the framework of their Person Centred Plans and respond flexibly to changing needs.

1.9 Enable service users to gain independence, confidence and competence in 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

Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

1.10 To understand the critical importance of behaviour management guidelines as defined by a multi-disciplinary team and to follow and facilitate close adherence to these guidelines. To lead and be part of a core team offering cohesive and consistent practise at all times.

1.11 To work closely and in consultation with a multi-disciplinary clinical team in the development of the support model and staffing structure including incident analysis, risk assessment, understanding and facilitating behavioural guideline and staff selection and training.

1.12 Support people who express their frustrations and needs through behaviour that challenges services by using appropriate strategies, CITRUS techniques, management guidelines and intervention specified by Person Centred Plans.

1.13 To monitor, review and evaluate individual protocols for people with complex needs in line with the person centred plan.

1.14 To work within a core team of people offering specialist support within a challenging setting and do so in a way which is consistent and cohesive and in line with clinical team instruction and direction.

1.15 Ensure that service users receive advice, care and regular health checks to ensure physical and mental wellbeing. Promote nutrition, relaxation, exercise and a healthy lifestyle.

1.16 Support service users in claiming their full benefit entitlement, budgeting and managing personal finances.

1.17 Utilise appropriate communication techniques according to the needs of the service user.

1.18 Support service users in developing a socially valued lifestyle, including culturally and age appropriate experiences, building on strengths, interests and aspirations of the service user. Enable people to access social, leisure, work and educational opportunities.

1.19 Implement positive risk management strategies in line with Person Centred Plans.

1.20 Assist service users in the administration and monitoring of prescribed medication following the Scheme's Medication Policy.

1.21 Observe and monitor service users' emotional and physical wellbeing and inform relevant staff and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.22 Take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager are informed promptly.

1.23 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Lancashire Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Project Manager and the Duty/On Call Manager

1.24 Follow Health and Safety guidelines and promptly alert the Team Leader of Health and Safety concerns.

1.25 Contribute to project records and individual case files.

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

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

1.28 Contribute to service users' reviews through verbal and written reports and by attending Support Planning meetings.

1.29 To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.

1.30 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 activities which will include moving and handling and may involve supporting people with personal care needs.

1.31 You may be required to carry out domestic tasks which could include assisting service users with their washing, ironing and general cleaning tasks as required.

1.32 You will be required to attend your shift on time and ensure that you are fully rested prior to undertaking your waking night shift. You will be required to stay fully awake at all times for the duration of your shift.

1.33 To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies and report to manager.

2. General Duties:

2.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

2.2 Accept support, supervision and guidance from senior colleagues.

2.3 Identify own training needs with line manager and attend training events and courses.

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

2.5 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

2.6 There is a requirement to support service users with daily living skills and individual activities, including moving and handling and will involve supporting people with personal care needs.

2.7 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts, which may also be split shifts.

2.8 To have the ability to work creatively during a shift as there is an expectation to work in different areas with different people in line with the Just Enough Support principles.

2.9 To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

2.10 Take on the role of shift co-ordinator when required.

2.11 Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Heysham Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Experience of supporting people with autism, learning disabilities and physical/ sensory disabilities	Application	Essential
2	Possession of NVQ or other relevant social care qualification	Application	Desirable
3	Degree level qualification	Application	Desirable
4	A warm, person centred and respectful approach to people with autism and learning disabilities	Interview	Essential
5	Excellent written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
6	Work constructively and co-operatively as part of a team	Interview	Essential
7	Work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
8	Initiative, self-motivation and resourcefulness	Interview	Essential
9	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
10	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
11	A clean driving licence and access to a car	Application	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER
Heysham Service

Salary:	**£12.85 per hour**
Please Note: *Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in.*	

1. Hours of Work:
As required

2. 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.

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

4. Sickness Policy:
You will not be entitled to company sick pay.

5. Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

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