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Female Support Worker

Reference: 95210

The Laurels, Carlisle Residential 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: 25 November 2026

Once you have submitted your application form allow *14 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
Gender is considered to be an occupational requirement **–** Equality Act 2010

JOB DESCRIPTION – FEMALE SUPPORT WORKER
Carlisle Residential Care Services – The Laurels

Hours: Full or Part time hours to be agreed (Flexible: to include evenings, weekend, and public holidays according to the needs of the service).

Accountable to: Registered Manager

The Role:
To provide person centred care and support to older people, some of whom have dementia, to live as independent as possible in a residential support project. You will provide support to service users, working as a team member in delivering high quality person centred care in a way that respects the dignity of the individual whilst promoting independence and wellbeing. Your role will include providing support as part of a structured approach and offering practical and emotional support in-line with their individual care plan. To work closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals.

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

3. To be flexible and responsive to the needs of service users as directed by their Individual Care Plans.

4. Support service users to develop practical and social skills to retain optimum control over their lives.

5. To assist service users with all aspects of personal care in a sensitive and dignified way whilst maintaining their privacy.

6. To advise and support service users in all aspects of maintaining the safety, hygiene and comfort of their home.

7. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.

8. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.

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

- Medication
- Personal Care
- Shopping
- Meal Preparation
- Domestic tasks
- Social Activities
- Laundry and ironing
- Managing day to day finances

- Nutritional needs

10. To advise, encourage and support service users so as to maximise their self care and independent living skills including providing assistance with service users use of personal mobility aids, ensuring aids are well maintained.

11. To support service users in budgeting and managing their finances.

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

13. To encourage service user's to identify their strengths and interests and to support service users in accessing social and leisure activities. To promote the personal development of service users through developing care plans which outline goals and aspirations for the future.

14. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.

15. To promote a healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation and weight management.

16. To inform the Line Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding vulnerable adults with immediate effect to the Registered Manager/Area Manager/Deputy Manager or the Duty On Call.

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

18. 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 Line Manager or the Duty On Call and relevant agencies.

19. 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.

20. To take appropriate action in the event of emergencies, ensuring that the Line Manager or the Duty On Call Manager is informed promptly.

21. To follow Health and Safety guidelines carefully and to alert the Line Manager immediately of any concerns in relation to Health and Safety issues and/or incidents including any near misses.

22. To report any accidents or any infectious illness incurred by a service user, staff member or other which could have an impact within the service.

23. To report any significant incidents and potential hazards such as spillages, damaged furniture or equipment and faulty appliances.

24. To ensure that the security of the service and tenants is maintained at all times. This will include identifying visitors, ensuring they sign in and out of the property.

25. To ensure that accurate written 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.

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

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

28. To provide care and support for Dementia. Training will be provided and you will be responsible for the challenging needs of Dementia sufferers, caring for them in a manner that promotes their wellbeing and inclusion.

29. To follow safeguarding procedures and policies.

Other:

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

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

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

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

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

6. To participated in the services quality assurance activities.

7. To observe and comply with the Fire Policy and emergency evacuation procedures.

8. To maintain confidentiality at all times, in accordance with the agreed policy. To respect service user confidentiality, recognising when information of a sensitive nature needs to be shared in an appropriate manner. To work in accordance with the Data Protection Act (1998).

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

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

11. 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.

12. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

13. 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.

14. Any other duties as required.

15. To promote and ensure the positive reputation of the service and organisation at all times.

PERSON SPECIFICATION – FEMALE SUPPORT WORKER

Carlisle Residential Care Services – The Laurels

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Good written and verbal communication and interpersonal skills. Able to listen sensitively to others, work as part of a team and to contribute to a record keeping system	Application & Interview	Essential
2.	Good planning, administration and organisational skills with the ability to prioritise workloads effectively	Interview	Essential
3.	A basic understanding and awareness of older people's needs and disabilities	Application & Interview	Essential
4.	Experience of providing care, support or other services to older adults with support needs	Application & Interview	Desirable
5.	You will need a positive and supportive attitude to deal with the day to day challenges that Dementia brings.	Interview	Essential
6.	Experience of working with a vulnerable client group	Application & Interview	Essential
7.	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
8.	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
9.	Ability to liaise in a professional manner with other agencies	Interview	Essential
10.	Good standard of education to GCSE or equivalent	Application & Interview	Essential
11.	NVQ Level 2/Health and Social Care Diploma Level 2 qualified or equivalent	Application & Interview	Desirable
12.	Level 2 in Dementia Care or a willingness to undertake	Application & Interview	Desirable
13.	Good standard of IT skills including Microsoft Office software working knowledge (i.e Word etc)	Application & Interview	Desirable
14.	An understanding of the aims and principles of Creative Support	Interview	Essential
15.	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
16.	Awareness of health and safety regulations	Interview	Essential
17.	An awareness of CQC regulations	Interview	Desirable
18.	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
19.	Willingness to work flexible hours including unsocial hours according to needs of service users	Interview	Essential
20.	Willing to participate in regular supervision with line manager	Interview	Essential
21.	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 – FEMALE SUPPORT WORKER
Carlisle Residential Care Services – The Laurels

Salary:	**Up to £13.50 per hour**
	Point One - £13.25 per hour
	Point Two - £13.50 per hour after 2 years' service
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.*	

Hours of Work:
Full or Part Time. Full time hours are 37.5 hours per week, part time hours are 15 hours per week. Hours to be worked flexibly on a rota which will include evenings, nights, weekends and bank holidays according to the needs of the service.

Holidays:
20 days plus 8 statutory days per annum pro rata.

Birthday Holiday Bonus:
All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Care Certificate and Level 2/3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

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

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

Probationary Bonus:
After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support pays SSP for the first three working days of any sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance
You will become a member of our non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times your annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:
- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

WeCare Awards
We recognise our dedicated staff across the organisation with standard, silver and gold awards which are given every 2 months.

Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:
A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

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.