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Female Relief Support Worker

Reference: 95215

Trauma Informed Service: Preston

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: 27 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

Please note that all employees are required to complete an enhanced DBS check.

Gender is considered to be an occupational requirement – Equality Act 2010

JOB DESCRIPTION –FEMALE RELIEF SUPPORT WORKER
Trauma Informed Service: Preston

Hours: Zero hours, as required

Responsible to: Team Leader, Senior Service Manager and Complex Care Team

About the Service:
The Trauma Informed Care Service will provide three single bespoke adapted supported living services in the Ingol area of Preston for women over 18 with learning disabilities, autism and mental health needs with trauma histories.

The service will offer an empowering model of support which enables people to lead fulfilling and valued lives, maintain their tenancies, participate in their local community, develop independent living skills and achieve their personal goals and desired outcomes.

The women accepted into the service have been identified through the Transforming Care Agenda as women moving out of long stay institutions who display behaviour which challenges services. The individuals we support can experience a fear of abandonment and rejection which can lead to emotional instability, suicidal thoughts and high risk behaviours such as self-harm. The service will support women to manage their acute mental distress and support them to achieve real control over their care and support to prevent re-admission to hospital and maintenance of their homes in the community.

Due to the development of the service all staff members recruited will initially be required to work dynamically between the Registered Office and across two inpatient settings to ensure the smooth development of the service and excellent transitions of service users until all three homes have opened. The Registered Office building will be available at the onset based at Creative Support's Space Centre in Preston.

About You:
- Above all you will be warm, compassionate and caring
- You will enjoy supporting people to live their best life
- You will be a great communicator
- You will be physically and mentally resilient due to the nature of the work
- You will enjoy seeing women flourish when true care and compassion is shown in all aspects of their lives from cooking or baking, keeping their home and meeting personal care needs as well as meeting unique personal goals.
- 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
- You will have copious amount of compassion
- You will be an excellent team player

About Your Knowledge and Experience:
- You will have experience working with individuals with learning disabilities, autism and those with traumatic histories
- You will be a great communicator, patient and sensitive
- You will be keen to understand the potential impact of trauma on behaviour including impulsive behaviour, mood, emotional instability, suicidal thoughts and self-harm, acute mental distress and impairment of social and psychological functioning

- You will understand the importance of care, compassion, communication, courage, competence and commitment

Main Responsibilities/Duties

1. To develop and sustain warm and trusting relationships with service users.

2. To promote the self-esteem, happiness and emotional health of service users.

3. To develop warm and trusting relationships with service users and to encourage them to communicate their needs, preferences and concerns. To promote self-esteem and confidence through the use of positive feedback and encouragement.

4. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

5. To promote the happiness, welfare and general well being of service users through a warm, sensitive and person centred approach.

6. To offer support and reassurance to service users who may be anxious, distressed or disorientated. To encourage orientation in time and place. To support service users to communicate their needs through verbal and non verbal communication.

7. To support service users in enjoying a good intake of food and refreshments whilst at the Centre and the Community Hub by ensuring that they are relaxed, comfortable and provided with choices which meet their dietary needs and preferences. To support service users to make healthy food choices and to enjoy a varied and nutritional diet, including fruit and vegetables.

8. To support service users to access a wide range of interesting and stimulating activities, both within the centre and the wider community, building on their preferences and interests. To ensure that activities are enjoyable and inclusive, enabling people with a range of needs and abilities to take part.

9. To contribute to the organisation and running of the organisation and facilitation of activity groups for service users, ensuring a wide choice of age, gender and culturally appropriate activities.

10. To provide sensitive and respectful support for service users in respect of their personal care needs (including bathing, using the toilet etc).

11. To liaise with the families of service users and keep them informed of the progress of service users. To report any concerns from families regarding service users to the senior member of staff on duty.

12. To enable service users to maintain their daily living and social skills for as long as possible through supporting people to use these skills whilst at the Centre and the Community Hub.

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

14. To promote the health and wellbeing of service users through exercise, relaxation and diet.

15. To monitor the wellbeing and general mental and physical health of service users and to report any concerns regarding the health and welfare of service users to the senior member of staff on duty.

16. To take appropriate action in the event of accidents, incidents and emergencies, ensuring that the senior member of staff is informed promptly.

17. To follow health and safety guidelines carefully and to alert the senior member of staff on duty immediately of any concerns in relation to health and safety issues.

18. 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.

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

20. To keep the Centre and the Community Hub in a clean, safe and comfortable condition at all times.

21. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring they are able to make choices, enjoy new experiences and live a full life.

Other

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

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

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

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

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

6. To observe any written policies, procedures and guidelines for good practice

7. 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.

8. 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.

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.

10. Any other duties required.

PERSON SPECIFICATION – FEMALE RELIEF SUPPORT WORKER

Trauma Informed Health Service: Preston

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Experience of supporting people with learning disabilities	Application & Interview	Essential
2	Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach to people with learning disabilities, mental health needs and complex needs	Interview	Essential
3	A warm 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	Good 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	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
11	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
12	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
13	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
14	Ability to work without direct supervision and to use own initiative	Interview	Essential
15	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviour inclusive of the implementation of intervention techniques (with training) when required.	Application & Interview	Essential
16	Ability to be trained and use positive response breakaway and physical intervention techniques if and when required. Applicants must be physically fit and able to perform these techniques in line with the techniques requirements.	Application Form, Pre-emp Forms & Interview	Essential
17	Ability to work in a calm, patient, sensitive manner at a pace appropriate to the needs of the individual.	Interview	Essential
18	Willingness to learn and follow helpful approaches, interventions in working with people with learning disabilities.	Application & Interview	Essential
19	Ability to use a range of helpful communication techniques (e.g.	Application &	Desirable

	Makaton, PECS, TEACCH System, etc).	Interview	
20	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
21	Punctual and reliable	Interview and post-interview checks	Essential
22	Willingness to work flexibly to meet the needs of the service	Interview	Essential
23	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

TERMS AND CONDITIONS – FEMALE RELIEF SUPPORT WORKER
Trauma Informed Service: Preston

Salary:	**£12.85 per hour plus rolled up holiday pay**
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.*	

Hours of Work:
As required.

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.

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.

Development Pathway:
At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan

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.

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.