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Relief Support Worker

Reference: 95235

Greater Manchester

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: 03 December 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 SUPPORT WORKER

Greater Manchester Services

Hours: Zero hour contract. You are expected to work flexibly to meet the needs of the service, including evenings, weekends and Bank Holidays.

Accountable to: Relief Staff Team Leader

The Role: You will provide person centred support to people with learning disabilities, mental health needs and autism spectrum conditions living in their own homes. 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. Enable people to contribute actively to decisions regarding their own care, support and activities through verbal and non-verbal communication methods tailored to their needs.

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

1.6 Carry out the role of key worker and enable service users to achieve their goals and aspirations by working alongside them to develop and implement person centred plans. Be responsive to changing needs and preferences.

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

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

1.10 Provide respectful personal care following needs, wishes and preferences outlined in personal support plans

1.11 Support people to enjoy a wide range of activities within the home and community which meets their needs. 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 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. Observe and monitor the service users' emotional and physical wellbeing and inform the Manager, families and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.13 Offer positive behaviour support to individuals who express their frustrations and needs through behaviour that challenges by using appropriate strategies, management protocols and guidelines agreed with the multi-disciplinary team where appropriate

1.14 Collaborate with families of service users and involved professionals to provide consistent services to meet individual needs. Encourage and support connections with families and friends. Positively and respectfully communicate with families and involved professionals.

1.15 Follow the guidance and risk management strategies outlined in risk management plans. 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.

1.16 Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Council's safeguarding policy and procedures and promptly report concerns regarding vulnerable adults or children to the Council, the Manager and the Duty/On Call Manager.

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

1.18 Take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Registered Manager is informed promptly.

1.19 Follow health and safety guidelines and promptly alert the Registered Manager of Health and Safety concerns.

1.20 Contribute to project records and individual case files.

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

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

1.23 Contribute to person centred reviews, through verbal and written reports and by attending Support Planning meetings.

1.24 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.

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.

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

2.9 Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER
Greater Manchester Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Ability to demonstrate a warm, person centred and affirmative approach to people with mental health and/or learning disabilities	Interview	Essential
2.	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3.	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4.	Ability to demonstrate basic insight and understanding into the needs of people with mental health needs and/or learning disabilities	Interview	Essential
5.	Ability to provide a basic understanding about the principles of valuing people	Interview	Desirable
6.	Written communication skills, sufficient to contribute to a record keeping system	Application & Interview	Essential
7.	Ability to work constructively and co-operatively as part of a team	Interview	Essential
8.	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
9.	Ability to demonstrate initiative, self motivation and resourcefulness	Interview	Essential
10.	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
11.	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
12.	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
13.	Ability to provide emotional and practical support to service users	Application & Interview	Essential
14.	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 behaviours	Application & Interview	Essential
16.	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
17.	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
18.	Experience of providing care, support or other services to people with support needs	Application & Interview	Essential
19.	Experience of supporting people with mental health needs and/or learning disabilities	Application Form	Essential
20.	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
21.	Possession of NVQ or other relevant social care qualification	Application Form	Desirable

	QUALITIES REQUIRED CONTINUED	How Assessed	Essential/ Desirable
22.	Warm, respectful and positive approach when working with service users	Interview	Essential
23.	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
24.	Willingness to attend training courses and events	Interview	Essential
25.	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
26.	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 & Exercise	Essential
27.	To have a clean driving licence and access to a car* ***If you opt to cover shifts within a Community based service point 25 may be Essential***	Application Form	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Greater Manchester Services

Pay Structure:

£12.85 per hour

Hours of Work:
As required

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.