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Extra Care Relief Support Worker

Reference: 96132

Hampton Crescent, Leeds

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: 02 December 2026

Once you have submitted your application form allow *10 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.

JOB DESCRIPTION – EXTRA CARE RELIEF SUPPORT WORKER

Hampton Crescent, Leeds

Hours: Zero hour basis

Responsible to: Project Manager

The Role:

To provide individualised person centred support to older people with extra care needs; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

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 provide personal care in a sensitive and dignified way and in accordance with the service users wishes.

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

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:
    - Shopping
    - Meal Preparation
    - Domestic tasks and cleaning
    - Laundry and ironing
    - Participation in community activities both locally and at the scheme

10. To support service users to enjoy healthy meals, good nutrition and hydration and to provide direct assistance with preparing meals and refreshments. To provide support with eating and drinking in accordance with guidelines. To promote enjoyment of meals through direct participation in meal planning, preparation and cooking and to ensure that service users' dietary needs and preferences are identified and met.

11. To advise, encourage and support service users so as to maximise their self care and independent living skills.

12. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights agencies.

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

14. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities in the service and the wider community.

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

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

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

18. To support service users in respect of prescribed medication and to promote self-medication wherever possible. To administer medication where required in accordance with the service user's prescription and to follow medication policies and guidelines. To report all side effects or concerns relating to medication to the Duty Manager.

19. 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 senior staff, the Duty Manager/On Call Manager and relevant agencies.

20. 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.

21. To take appropriate action in the event of emergencies, ensuring that the Registered Manager and Deputy Manager or the Duty/On Call Manager is informed promptly.

22. To work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring individuals are able to make choices and enjoy rights & opportunities. To promptly & professionally report all concerns regarding the safety of vulnerable service users to the Duty Manager/On Call Manager and relevant agencies. To safeguard vulnerable adults from harm and abuse and to report safeguarding concerns in accordance with Creative Support's Safeguarding Policy and alerting procedures.

23. To follow Health and Safety guidelines carefully, including measures to prevent and control infection and to alert the Registered Manager immediately of any concerns in relation to Health and Safety issues.

24. 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.

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

26. To work positively and cooperatively with the families of service users and to promote the involvement of their wider circle of support.

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

Other:

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

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 maintain confidentiality at all times, in accordance with the agreed policy and to comply with data protection requirements.

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

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

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 as required.

PERSON SPECIFICATION – EXTRA CARE RELIEF SUPPORT WORKER

Hampton Crescent, Leeds

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Experience of providing care and support to people with housing-related support needs.	Application	Essential
2	Possession of Health and Social Care Diploma, NVQ or other relevant social care qualification	Application	Desirable
3	A warm, person centred, and affirmative approach to people with housing-related support needs	Interview	Essential
4	Good verbal and written communication skills and ability to listen sensitively to others	Interview	Essential
5	Collaborate with service users, families, and involved professionals to provide a service which maximises outcomes for service users.	Interview	Essential
6	Ability to work constructively and co-operatively as part of a team.	Interview	Essential
7	Demonstrate initiative, self-motivation and resourcefulness.	Interview	Essential
8	Knowledge of the recovery model and ability to work in a recover-focused way with service users.	Interview	Desirable
9	Understanding of challenges faced by people with complex needs, including homelessness or risk of homelessness, substance misuse, offending backgrounds, and/or low level mental health needs.	Interview	Essential
10	Support people with physical health and mobility needs. This may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required.	Application & Interview	Essential
11	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays.	Interview	Essential
12	A clean, valid driving licence and access to a car.	Application	Essential

TERMS AND CONDITIONS – EXTRA CARE RELIEF SUPPORT WORKER
Hampton Crescent, Leeds

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.

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.