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Support Worker

Reference: 96134

Waterloo Supported Living 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: 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 – SUPPORT WORKER

Waterloo Supported Living Service

Hours: 36 hours per week (to be worked according to a rota and to include evenings, weekends and public holidays according to the needs of the service).

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

The Role:

To provide high quality person-centred support to individuals with mental health needs, learning disabilities and/or Autistic Spectrum Disorders during night time hours. The role ensures the safety, wellbeing of each individual, promotes independence and responds appropriately to their emotional, physical and mental needs.

Main responsibilities:

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

4. To encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes.

5. To respect and promote the rights and entitlements of people with mental health needs, learning disabilities and/or Autistic Spectrum Disorders and to enable them to participate as fully as possible in their communities.

6. To be responsive to the individual needs of service users within the framework of their Person Centred Plans and to respond flexibly to changing needs.

7. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

- Social skills/relationships
- Personal care & hygiene
- Daily living skills
- Using community resources and facilities
- Social, leisure and work activities
- Self-organisation and coping abilities
- Personal safety

8. To support people who may demonstrate behaviours that challenges and behaviours of concerns by applying appropriate strategies and interventions as specified by the Person-Centred Plan.

9. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.

10. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age-appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.

11. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unnecessary risks.

12. To assist service users in the administration and monitoring of prescribed medication in accordance with Creative Support's Corporate Medication Policy.

13. To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

14. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager and the Team Leader are informed promptly.

15. To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.

16. To contribute to service records and individual service user documentation.

17. To carry out and record all financial transactions involving service users within Creative Support policy and procedures.

18. To carry out general administrative duties, housing management tasks and services as required.

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

20. To comply with the Equal Opportunities Policy of Creative Support.

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

22. To identify own training needs in discussion with line manager and to attend training events and courses as required.

23. To adhere to all written policies, procedures and guidelines set out by Creative Support.

24. In accordance with the Health and Social Care Act 2012, to actively participate in the prevention and control of infection within the capacity of the role.

25. Ensure that vulnerable adults and children are safeguarded from harm and/or abuse. Comply with Creative Support and the local authority's safeguarding policies and procedures and report safeguarding concerns immediately to the Council, Service Manager, Area Manager, Service Director, and the Duty/On Call Manager.

26. Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Waterloo Supported Living Service

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Previous experience working with individuals with mental health needs, learning disabilities, and/or ASD.	Interview	Essential
2	Excellent verbal and written communication skills	Interview	Essential
3	Good level of IT skills and how to utilise IT systems	Interview	Essential
4	Ability to demonstrate good understanding of the needs of individuals with mental health needs, learning disabilities and/or ASD and are fully up-to-date with bets practice guidelines	Application & Interview	Essential
5	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
6	Understanding of safeguarding, person-centred support, and positive behaviour support principles	Interview	Essential
7	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
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Reliable, compassionate, and able to work independently with use of own initiative during night hours.	Interview	Essential
10	Committed to promoting equality, diversity, and inclusion.	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may demonstrate behaviours that challenges and behaviours of concerns with knowledge and skill of appropriate de-escalation and risk management protocols	Application & Interview	Essential
12	Ability to work in a calm, patient and positive manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Ability to follow instruction and to ensure the needs of each individual are met by following support plans and risk assessments	Interview	Essential
14	Willingness to work flexibly on a rota to meet the needs of the service, including evenings and weekends	Interview	Essential
15	Possession of NVQ or other relevant social care qualification	Application	Desirable
16	Willingness to work flexible hours according to needs of service and service users and to attend training courses and events	Application & Interview	Essential
17	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
18	To have a clean driving licence and access to a car	Application	Desirable

TERMS AND CONDITIONS – SUPPORT WORKER
Waterloo Supported Living Service

Salary:	**£12.85 per hour**
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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*	

Hours of Work:
Full time hours available (36 hours per week), to be worked flexibly on a rota which will includes, evenings, weekends and public holidays according to the needs of the service.

Banks Holidays:
An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Holidays:
20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:
After two years continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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.

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:
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 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:
Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of 2x annual salary. Participation in this scheme is subject to the rules of the scheme which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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 and optical care, and physiotherapy.

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

Payroll Giving:
Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

Achieve Q Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out 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 organization, if there have been at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable to your service, a uniform will be provided. The amount of uniforms provided will depend on your hours worked.

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

Travel Expenses:
These will be paid in accordance with the organisation's 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 basis, 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.