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Relief Support Worker

Reference: 96138

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: 04 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 employees are subject to enhanced DBS checks

JOB DESCRIPTION – RELIEF SUPPORT WORKER

Carlisle Residential Care Services

Hours: Zero hours basis

Responsible to: Registered Manager and Relief Staff Team Leader

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 – RELIEF SUPPORT WORKER

Carlisle Residential Care Service

	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	Essential
	You will need a positive and supportive attitude to deal with the day to day challenges that Dementia brings.	Interview	Essential
5.	Experience of working with a vulnerable client group	Application & Interview	Essential
6.	Ability to provide sympathetic, emotional and practical support to service users	Application & Interview	Essential
7.	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
8.	Ability to liaise in a professional manner with other agencies	Interview	Essential
9.	Good standard of education to GCSE or equivalent	Application & Interview	Essential
10.	NVQ Level 2/Health and Social Care Diploma Level 2 qualified or equivalent	Application & Interview	Desirable
11.	Level 2 in Dementia Care or a willingness to undertake	Application & Interview	Desirable
12.	Good standard of IT skills including Microsoft Office software working knowledge (i.e Word etc)	Application & Interview	Desirable
13.	An understanding of the aims and principles of Creative Support	Interview	Essential
14.	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
15.	Awareness of health and safety regulations	Interview	Essential
16.	An awareness of CQC regulations	Interview	Desirable
17.	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
18.	Willingness to work flexible hours including unsocial hours according to needs of service users	Interview	Essential
19.	Willing to participate in regular supervision with line manager	Interview	Essential
20.	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 – RELIEF SUPPORT WORKER
Carlisle Residential Care Service

Pay Structure:
£13.25 per hour plus rolled up holiday pay

1. Hours of Work:
As required

2. Probationary Period:
The first four months will constitute a probationary period.

3. 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.

4. Sickness Policy:
You will not be entitled to company sick pay.

5. Staff Benefits Scheme:
As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

6. DBS Checks
Employment will be subject to enhanced Disclosure and Barring Service check

7. Vaccination Policy:
We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks.

8. Sona App:
It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts