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Support Worker

Reference: 96139

Jarrow, South Tyneside

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

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

JOB DESCRIPTION – SUPPORT WORKER

Jarrow, South Tyneside

Hours: Full time and part time hours, to be worked flexibly according to the needs of the service.

The Role:

To provide individualised person centred support to people with learning disabilities living in their own homes or in supported housing; to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. To contribute to a consistent team approach.

As Support Worker, you will need to be enthusiastic about communicating with and supporting people in a person centred manner. Working alongside our dedicated team you will provide personal, practical, emotional and social support to individuals with learning disabilities who have limited communication, enabling them to have a great quality of life as important and valued members of the local community.

Main 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 respect the service user'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 learning disabilities, complex needs and autistic spectrum disorders and to enable them to participate as fully as possible in their communities.

6. To support service users in maintaining the safety, security and comfort of their homes.

7. To 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.

8. 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.

9. 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 and also personal safety.

10. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies, management guidelines and intervention frameworks as specified by the Person Centred Plan.

11. To work within agreed management protocols and guidelines for individuals with complex needs with a willingness to provide personal care support to both male and female service users.

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

13. To support service users in claiming their full benefit entitlement, budgeting and managing their personal finances.

14. To achieve a range of appropriate communication techniques in accordance with the individual needs of the service user.

15. 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.

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

17. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.

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

19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager and/or the on-call manager is informed promptly.

20. To follow Health and Safety guidelines carefully and to alert the Team Leader immediately of any concerns in relation to Health and Safety issues.

21. To contribute to project records and individual case files.

22. To carry out and record all financial transactions involving service users within agency guidelines.

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

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

Other:

25. To notify senior staff of your whereabouts and to submit accurate timesheets weekly.

26. To provide regular verbal and written reports to colleagues.

27. To accept support, supervision and guidance from senior colleagues.

28. To carry out all work in a manner consistent with the aims of the service, the 'We Care' values, and service principles adopted by Creative Support.

29. To comply with and to implement Equality, Diversity and Inclusion policies.

30. To maintain confidentiality and data protection at all times, in accordance with the agreed policy.

31. To undertake specific specialised training identified to enhance on team expertise, of working with people with complex needs.

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

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

34. To undertake the role of Shift Co-ordinator as required.

35. 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 involving supporting people with personal care needs

36. 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.

37. 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.

38. Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Jarrow, South Tyneside

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of providing care and support to people with a learning disability	Application	Desirable
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 a learning disability	Interview	Essential
4	Excellent 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	Work effectively as part of a team and alone without direct supervision in service user homes	Application & Interview	Essential
7	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Desirable
9	Knowledge of communication techniques (e.g. Makaton, PECS, TEACCH System)	Application & Interview	Desirable
10	Knowledge of CITRUS Breakaway and Intervention techniques	Application & Interview	Desirable
11	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
12	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
13	Possession of clean, valid driving licence and access to a vehicle	Application & Interview	Essential

TERMS AND CONDITIONS – SUPPORT WORKER
Jarrow, South Tyneside

Salary:	**£15.63 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.*	

Hours of Work:
Full or part time hours, to be worked flexibly on a rota according to the needs of the service.

Holidays:
20 days plus 8 statutory days pro rata.

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

Sleep-Ins:
Where there is a requirement for staff to sleep-over on the premises a set sleep-over payment is made for each shift

Birthday Holiday Bonus:
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. 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.

Probationary Bonus:
After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period, you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

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: -

- 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:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on 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, optical & physiotherapy.

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

Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

WeCare 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 organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable for your service you will be provided with a uniform. The number of uniforms that provided will be depended on your hours worked.

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

Travel Expenses:
These will be paid in accordance with the organisation 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 business 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.