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Relief Support Worker

Reference: 96152

Leicester Learning Disability and Mental Health Services

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: 15 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 – RELIEF SUPPORT WORKER

Leicester Learning Disability and Mental Health Services

Hours: Relief contracts are 0 hours and are to work around the services needs.

Responsible to: Relief Staff Manager

The Role:

To provide flexible housing related support to service users with mental health and learning disabilities support needs. To work in a person centred and anti-discriminatory manner, ensuring that the rights and entitlements of service users are respected at all times. To promote independence and support service users to enhance their quality of life.

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 Support Plans.

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

5. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.

6. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.

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

8. 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.

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

10. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.

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

12. To advise and assist service users in obtaining appropriate move-on accommodation which meets their needs and enables them to make progress towards greater independence.

13. To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services.

14. To assist in monitoring service users' mental health and general well-being and to inform the Area Manager/Team Leader, CPN/Care 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 Manager/Support Co-ordinator or the Duty/On Call Manager.

15. To support service users in managing self medication programmes. To liaise with the service user's Consultant, GP and CPN in respect of compliance with prescribed medication.

16. 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.

17. 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.

18. To maintain a warm and responsive approach to families and to report their feedback and concerns.

19. To take appropriate action in the event of emergencies, ensuring that the Area Manager and the Team Leader or the Duty/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 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.

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

23. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings. To work within the framework of the CPA and to liaise with the Care Co-ordinator and other professionals on a regular basis.

24. To fulfil the role of Project Key Worker as required, under the direction of a senior member of staff.

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

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 undertake on the role of Shift Co-ordinator when required.

10. 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

11. 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.

12. Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Leicester Learning Disability and Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
2	Good written communication skills, with an ability to contribute to a record keeping system	Application form	Essential
3	Good interpersonal skills	Interview	Essential
4	Ability to work as part of a team	Application & Interview	Essential
5	A basic understanding of mental health and/or learning disabilities	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	Interview	Essential
8	Ability to work without direct supervision in service user's home	Application & Interview	Essential
9	Ability to liaise in a professional manner with other agencies	Interview	Essential
10	An understanding of the aims and principles of Creative Support	Interview	Essential
11	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
12	Experience of providing care or support or services to adults with support	Application & interview	Desirable
13	Experience of working with people with mental health needs and/or learning disabilities	Application & interview	Essential
14	Experience of working with and relating to people from a wide variety of backgrounds	Interview	Desirable
15	Experience of working as a member of a team	Application & Interview	Desirable
16	Willingness to work flexible hours according to needs of project, by mutual agreement	Interview	Essential
17	Willingness to attend training courses and events	Interview	Essential
18	Willing to participate in regular supervision with line manager	Interview	Essential
19	To have a clean driving licence and access to a car	Interview	Desirable

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Leicester Learning Disability and Mental Health Services

Salary:	**£12.85 per hour**
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

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.

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.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Sickness Policy:

You will not be entitled to company sick pay.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Sona:

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