Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Relief Support Worker

Reference: 96173

Billingham Learning Disability and Complex Needs 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: 15 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

All employees are subject to enhanced DBS checks

JOB DESCRIPTION – RELIEF SUPPORT WORKER

Billingham Learning Disability and Complex Needs Services

Hours: Flexible hours on a relief basis

Responsible to: Registered Manager and other senior colleagues

The Role: You will provide person centred support for people with learning disabilities, complex needs and autism spectrum conditions. You will enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Support Work Duties:

1.1 Develop warm, trusting relationships with service users to encourage them to express needs, views and concerns.

1.2 Promote the self-esteem, happiness and emotional health of service users.

1.3 Respect service user's right to privacy and ensure that their dignity is maintained.

1.4 Encourage and support service users to express needs, views and concerns. Enable service users make choices and decisions and participate as fully as possible in planning and decision-making processes.

1.5 Respect and promote the rights and entitlements of people with learning disabilities, and complex needs, and autism spectrum conditions and enable them to participate as fully as possible in communities.

1.6 Support service users in maintaining the safety, security, cleanliness and comfort of their homes. 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.

1.7 Enable service users to gain independence, confidence and competence in following areas:

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

Achieve this through practical assistance, support, therapeutic recreation and education sessions, teaching, advice, role modelling, encouragement and positive feedback.

1.8 Support service users in claiming their full benefit entitlement, budgeting and managing personal finances.

1.9 Provide respectful personal care following needs, wishes and preferences outlined in personal support plans. Some individuals will require support with physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.

1.10 Support people to enjoy a wide range of activities within the home and community which meets their needs. Support service users in developing a socially valued lifestyle, including

culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities.

1.11 Ensure that service users receive advice, care and regular health checks to ensure their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles. Observe and monitor service users' emotional and physical wellbeing and to inform the Registered Manager, families and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

1.12 Offer positive behaviour support to individuals who express frustrations and needs through behaviour that challenges services by using appropriate strategies, management protocols and guidelines agreed with the multi-disciplinary team.

1.13 Work closely with the families of service users and involved professionals to provide a consistent care and support to meet the needs of service users. Encourage and support connections with families and friends. Positively and respectfully communicate with families and involved professionals.

1.14 Follow the guidance and risk management strategies outlined in individual risk management plans. Work in a safe and responsible manner to safeguard vulnerable service users from harm whilst enabling them to make choices, enjoy new experiences and live a full life.

1.15 Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Council's safeguarding policy and procedures and promptly report concerns regarding vulnerable adults or children with immediate effect to the Council, the Registered Manager and the Duty/On Call Manager.

1.16 Assist service users in administration and monitoring of prescribed medication following the Scheme's Medication Policy.

1.17 Take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Registered Manager is informed promptly.

1.18 Follow health and safety guidelines and promptly alert the Registered Manager of Health and Safety concerns.

1.19 Contribute to project records and individual case files.

1.20 Conduct and record financial transactions involving service users within agency guidelines.

1.21 Carry out general administrative duties, housing management tasks and services as required.

1.22 Contribute to person centred reviews, through verbal and written reports and by attending Support Planning meetings.

General Duties:

1.23 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

1.24 Accept support, supervision and guidance from senior colleagues.

1.25 Identify own training needs with line manager and attend training events and courses.

1.26 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

1.27 Ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

1.28 There is a requirement to support service users with daily living skills and individual activities, including moving and handling.

1.29 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

1.30 Take on the role of shift co-ordinator when required.

1.31 Any other duties as required.

PERSON SPECIFICATION – RELIEF SUPPORT WORKER

Billingham Learning Disability and Complex Needs Services

	QUALITIES REQUIRED	**How Assessed**	**Essential or Desirable**
1	Experience of providing care or support to people with a learning disabilities, complex needs and autism	Application & Interview	Desirable
2	Possession of NVQ, Health and Social Care Diploma or other relevant social care qualification	Application	Desirable
3	Degree level qualification	Application	Desirable
4	A warm, respectful and person centred approach to people learning disabilities, complex needs and autism	Interview	Essential
5	Excellent written, verbal and non-verbal communication skills and the ability to listen sensitively to others	Interview	Essential
6	Ability to work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative	Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own home	Interview	Essential
8	Support service users with physical health needs; this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required.	Application, Interview	Essential
9	Willingness to work flexibly, including evenings and weekends to meet the needs of the service	Interview	Essential
10	A clean driving licence and be willing to drive service users cars	Application	Desirable
11	Minimum of 12 months experience working in a care or support worker role	Application	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Billingham Learning Disability and Complex Needs Services

Pay Structure:

£12.85 per hour

Sleep Ins

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

Bank 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.

Hours of Work

As required on a zero hour basis.

Disclosure Checks

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

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Probationary Period

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

Holidays:

Accrued as per the hours worked.

Sickness Policy:

You will not be entitled to Company Sick Pay

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.