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Activity Support Worker

Reference: 96188

Tower Hamlets 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: 23 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 – ACTIVITY SUPPORT WORKER

Tower Hamlets Services

Hours: Part time role, hours will be worked flexibly to meet the needs of the service, which may include some evenings and weekends.

Responsible to: Senior Development Officer

The Role:

To initiate, plan and provide enjoyable and stimulating group and one to one activities based on the identified needs, interests and preference of older people living in our Extra Care Service in Tower Hamlets. To facilitate social inclusion and community links and to promote their physical and mental wellbeing, confidence and independence.

Main Duties:

1. To initiate, plan, and provide sessions for members on an individual or group basis.

2. To enable members to enjoy and participate actively in the session to achieve their identified outcomes.

3. To develop warm and trusting relationships with clients and to promote their confidence and self-esteem.

4. To maintain a high standard of customer care and to review all activities and seek feedback from members, families, support workers and others. To develop and adapt activities as required in order to mee the needs and preferences of individuals.

5. To promote equality of opportunity and inclusion for all members by ensuring that they receive a service that meets their individual needs and preferences taking account of any specific gender, cultural and communications requirement.

6. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Senior Development Officer/Service Manager and/or the Duty/On Call Manager.

7. To take appropriate action in the event of emergencies, ensuring that senior staff or the Duty/On Call Manager is informed properly.

8. To follow Health and Safety guidelines carefully and to alert the senior staff immediately of any concerns in relation to Health and Safety Issues. To take care to manage your own safety and the safety of colleagues, particularly when lone working. To follow all guidelines for lone working and personal safety.

9. To maintain records of attendance and the progress of individuals. To keep written records of customer feedback and to carry out any other administrative duties relevant to the role.

10. To create positive community connections in line with Service User Interests, and support them to engage in community activities.

Other:

11. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.

12. To provide regular verbal and written reports to your Line Manager.

13. To accept regular support and supervision from your Line Manager.

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

15. To comply with Creative Support's Equal Opportunities Policy.

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

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

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

19. Any other duties as required.

PERSON SPECIFICATION – ACTIVITY SUPPORT WORKER

Tower Hamlets Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Relevant qualifications appropriate to the role.	Application & Interview	Desirable
2.	An ability to provide enjoyable and stimulating activity sessions.	Interview	Essential
3.	An ability to engage service users with differing needs in activities.	Interview	Essential
4.	Good verbal communication and interpersonal skills.	Interview	Essential
5.	Good written communication skills.	Interview	Essential
6.	An ability to facilitate and work with people in groups.	Interview	Essential
7.	A basic understanding of the needs of people with dementia, learning disabilities, mental health needs, autism, and physical disabilities.	Application & Interview	Essential
8.	An ability to work as part of a team and on own initiative.	Interview	Essential
9.	An understanding of the aims and principles of Creative Support.	Interview	Essential
10.	Understanding of Equal Opportunities and Policies adopted by Creative Support.	Interview	Essential
11.	Experience of working with people with dementia, learning disabilities, mental health needs, autism, and physical disabilities.	Application & Interview	Desirable
12.	Experience of planning and delivering group work/activities.	Application & Interview	Essential
13.	A respectful, caring, person-centred approach.	Interview	Essential
14.	A willingness to work flexible sessions according to the needs and preferences of service users (this may include evenings and weekends)	Interview	Essential
15.	A willingness to participate in regular supervision with line manager.	Interview	Essential
16.	Possession of NVQ or other relevant social care qualification	Application & Interview	Desirable

TERMS AND CONDITIONS – ACTIVITY SUPPORT WORKER

Tower Hamlets Services

Salary:	£14.80 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 time or part time to be worked flexibly to meet the needs of the department. You may be required to work sleep-ins.

Holidays:

20 days plus 8 statutory days pro rata.

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.

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

Birthday Holiday Bonus:
All employees are 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:-

- Creative Support do pay SSP for the first three 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:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month 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 amount 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.