

Support Worker (Permanent)

Location: Greater Manchester (Predominately) with travel to Stoke-on-Trent as required.

Community-Based & Supported Living Services

Salary: £13.00 - £15.00 per hour, dependent on experience, qualifications, skills, and relevant sector knowledge.

Sleep-In Rate: Sleep-in shifts are paid at a **separate flat rate**, which is not linked to or calculated using your hourly rate. Details of the current sleep-in payment will be discussed during the recruitment process.

Hours: Flexible rota including days, nights, sleep-ins, long days, short shifts, and floating support duties.

Contract: Permanent

About the Role

We are seeking compassionate, reliable, and motivated **Support Workers** to join our growing team. This is an exciting opportunity to make a meaningful difference in the lives of people with a range of support needs by delivering high-quality, person-centred support that promotes independence, wellbeing, choice, dignity, and inclusion.

You will provide support within supported living services and the wider community, empowering individuals to develop life skills, achieve personal goals, access meaningful opportunities, and live as independently as possible.

This role requires flexibility, and successful applicants will be expected to work across a varied rota that may include:

- Long day shifts
- Short day shifts
- Waking night shifts
- Sleep-in shifts
- Community-based floating support shifts
- Weekend and bank holiday shifts on a rota basis

Key Responsibilities

- Support individuals with daily living activities, personal development, and independent living skills.
- Provide community-based support to enable access to education, employment, appointments, leisure activities, and community resources.
- Deliver person-centred support in line with agreed support plans, risk assessments, and outcome-focused goals.

- Assist individuals to develop and maintain practical life skills, including budgeting, meal preparation, household management, and personal organisation.
- Implement Positive Behaviour Support (PBS) strategies and de-escalation techniques where required.
- Promote safeguarding, welfare, health, safety, and wellbeing at all times.
- Provide emotional support and develop positive, professional relationships with service users.
- Support individuals with a range of complex needs, including:
 - Autism Spectrum Disorder (ASD)
 - Learning Disabilities
 - ADHD
 - Mental Health Needs
 - Self-Harming Behaviours
 - Trauma Histories
- Maintain accurate records, daily notes, incident reports, and support documentation.
- Work collaboratively with families, social workers, healthcare professionals, commissioners, and other partner agencies.
- Ensure all support is delivered in accordance with relevant legislation, organisational policies, and best practice standards.

Essential Requirements

Applicants must:

- Hold a **Level 3 Diploma/NVQ/QCF in Health and Social Care (or equivalent)**, or have commenced a recognised Level 3 Health and Social Care qualification and be actively working towards completion. Or a higher level that is relevant to this job role.
- Have a minimum of **3 years' traceable experience** working within health and social care, supported living, residential care, home care, or a similar setting.
- Have minimum **2 years' experience** supporting young people and or adults with complex needs
- Be willing and able to work flexibly across multiple service locations, shift types, and shift combinations in line with assessed service needs, including travel between Manchester, Stoke-on-Trent, and other towns where support is required. This requirement will be applied fairly and proportionately, with consideration given to reasonable adjustments in accordance with the Equality Act 2010.
- Possess excellent communication, record-keeping, and report-writing skills.
- Medication Competency

- Demonstrate a sound understanding of safeguarding, confidentiality, and professional boundaries.
- Have basic IT skills and be able to use digital systems, as all care records, daily notes, incident reports, and support documentation are completed electronically.
- Be able to work flexibly across sleep-ins, days, nights, long shifts, short shifts, weekends, bank holidays, and floating support services.
- Demonstrate patience, empathy, resilience, and effective de-escalation skills.
- Be committed to promoting independence, equality, diversity, and inclusion.
- Be able to work both independently and as part of a multidisciplinary team.

Desirable

- Experience implementing Positive Behaviour Support (PBS) approaches.
- Knowledge of autism, learning disabilities, ADHD, trauma-informed practice, and mental health support.
- Full UK driving licence and access to a vehicle (where applicable).

Benefits

- Competitive hourly rate of **£13.00 - £15.00 per hour**, dependent on experience and qualifications
- A pension scheme
- **Additional flat-rate payment for sleep-in shifts.**
- Flexible working patterns.
- Ongoing training and professional development opportunities.
- Regular supervision and management support.
- Opportunities for career progression within a growing organisation.
- Supportive, inclusive, and values-led working environment.
- Annual leave
- Sick pay
- Bereavement leave
- Employee assistance programme

Equality, Diversity and Inclusion

We are committed to creating an inclusive workplace where everyone is treated with dignity and respect. We welcome applications from suitably qualified candidates from all backgrounds and communities.

Recruitment decisions are based solely on an individual's skills, qualifications, experience, and ability to perform the requirements of the role. We do not discriminate on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation, in accordance with the **Equality Act 2010**.

Reasonable adjustments will be made throughout the recruitment process and employment to support disabled applicants and employees.

Successful applicants will be subject to satisfactory references, proof of right to work in the UK, and an Enhanced DBS check where required.

Application Question

Do you hold a Level 3 Diploma/NVQ/QCF in Health and Social Care (or equivalent), or have you commenced a recognised Level 3 Health and Social Care qualification? If yes, please provide details, including the awarding body and expected completion date if currently studying.

Privacy Notice for Applicants

The information you provide as part of your application will be processed in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

We will use your personal information solely for recruitment and employment-related purposes, including assessing your suitability for the role, conducting pre-employment checks, obtaining references, verifying qualifications, carrying out right-to-work checks, and complying with legal and regulatory requirements.

Your information will be stored securely and accessed only by those involved in the recruitment process. Applicant information will be retained only for as long as necessary in accordance with our data retention procedures and legal obligations.

By submitting an application, you acknowledge that your personal data will be processed for recruitment purposes. Further information regarding how we collect, use, store, and protect your personal information is available upon request.

Apply Today

If you are passionate about delivering high-quality, person-centred support and helping individuals achieve positive outcomes, we would love to hear from you. Join our team and make a genuine difference in the lives of the people we support every day.