Bright Futures

Senior Support Worker (Adults)
Job Information Pack

Your Bright Future Starts Here

At Bright Futures, we're a leading provider of high-quality, community-based care, support and education for children and adults with a diagnosis of autism, learning disabilities and associated complex needs.

We are outcomes-focused in everything we do. Facilitating meaningful outcomes is central to our approach, ensuring that our support and education are genuinely person-centred, purposeful and shaped around what matters most to each individual.

Here you'll join a career with purpose, one where you will be making a difference to the lives of people with autism and learning disabilities.

This pack aims to support you in your application to join our team and share what to expect from a career with us.

Key Role Information

Role: Senior Support Worker
Salary: £28,448 - £32,163
Hours: Our full-time hours are based on 37.5 hours per week completed in shift patterns. This includes some additional sleep shifts.
Experience: NVQ Level 3 in Health and Social Care alongside at least 1 years experience as a Support Worker.
Support and Training: We offer a comprehensive training and development offer aimed at supporting you in your role right from day one. You'll have access to a range of face-to-face training and e-learning to give you the tools and resources to thrive.

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CARE ENGLAND The voice of care

Your Career as a Senior Support Worker







As a Senior Support Worker, you'll deliver and role model the highest standards of teamwork and maintain strong reporting and recording of outcomes and activities. You'll play a vital role in helping the people we support to live happy, meaningful, and fulfilling lives.

Each day will be completely different, striving for continuous improvement and taking responsibility for the shift, demonstrating effective organisation and decision making. Your role is to be there to guide the people we support through all of life's milestones, celebrations and challenges.

You will be a key part of their day-to-day support team, actively valuing and amplifying what matters to them, empowering their communication and independence, planning fulfilling activities. You will also keep records of their needs, support provided, and progress - working alongside external agencies and teams across the organisation.

You'll do more than provide care – you'll be a mentor, advocate, and source of encouragement, helping the people you support to achieve the best outcomes.

Hear from our people

Scan to hear from our wonderful colleagues on their career journeys and what a typical day in the life looks like.

Support Worker Responsibilities

What you'll be doing:

- Provide high-quality, person-centred support, always putting the needs, wishes, and feelings of the individuals we support first.
- Acting as a role model for the highest standards - maintaining strong reporting and record keeping.
- Help individuals develop their communication skills, aligning with external therapy teams.
- Support sensory and wellbeing needs in line with personalised care plans.
- Work closely with colleagues, families, and professionals to ensure the best possible outcomes.
- Be a positive role model within the team, sharing your knowledge and supporting others to grow.
- Contribute to a warm, safe, and stimulating environment that supports emotional, social, and physical wellbeing.
- Take an active role in planning, recording, and reviewing support, ensuring accurate and high-quality documentation.
- Taking responsibility as the Senior Support Worker on shift, taking the lead and making appropriate decisions.
- Work collaboratively to deliver the best support.

Why your role matters:

This isn't just a job. As a Senior Support Worker you'll join a career with purpose, an opportunity to be part of someone's journey, to celebrate progress (big and small), and to help people feel valued, heard, and supported every day.









Benefits and Rewards

Our people are at the heart of everything we do.

That's why we've built a benefits package that goes beyond expectations within the social care sector. We understand that when life runs smoothly outside of work, you can truly thrive.

Your Benefits Package

- 6 weeks holiday per year with the opportunity to increase this to 7 weeks as part of our Enhanced Holiday Entitlement for length of service.
- Simply Health Cashback offering discounts and cashback on a range of health-related spending including the dentist, prescriptions, eye care, physio, and wellbeing.
- Access to discounts via a Blue Light Discount Card.
- Top-up your pension via our Salary Exchange Pension Scheme.
- Discounts on bike equipment as part of our Cycle to Work Scheme.
- Life Assurance Policy of 2x your salary.
- Meals provided at work.
- Bright Stars bonus scheme & Employee of the Month awards.
- Care Friends referral rewards up to £2,000.
- Bright Stars Employee of the Month bonus.
- Access to our training and development platform to enhance your skills, uplift your learning, and empower you to thrive.

Supporting Your Interview Journey

At Bright Futures, we don't just recruit for skills – we recruit for shared values. Everything we do is guided by our values, they are what put the 'Bright' in Bright Futures.

We're not looking for "perfect" answers. We're looking for real experiences, honest reflections and a genuine commitment to our purpose.

What is a competency-based interview?

It's a conversation about your experiences. We'll ask you to share examples of times when you've demonstrated skills or behaviours that matter in the role you're applying for.

This approach helps us understand:

- How you work with others
- How you respond to challenges
- How you make decisions
- How you support and influence those around you

Most importantly, it helps us see how you bring our values to life in everyday situations.

How to prepare

A little preparation can help you feel confident and ready to share your experiences.

Before your interview:

- Review the job description and advert carefully
- Think about examples from your recent experience (ideally within the last 12–18 months)
- Reflect on how your examples demonstrate our values and behaviours



What competencies we focus on

Depending on the role, we may explore areas such as:

- Teamwork
- Decision making
- Communication
- Leadership
- Resilience and tenacity
- Problem solving
- Planning and organisation
- Influencing and negotiating
- Quality focus

These aren't just "skills" – they're the behaviours that help us provide safe, high-quality support and specialist education.

What kind of questions will I be asked?

You may be asked something like:
"Can you tell us about a time you worked as part of a team to achieve a positive outcome?"

When answering, take us through:

- What the situation was
- The part you played
- What actions you took
- What the outcome was
- What you learned

We're especially interested in your contribution and your reflection – what it meant, what impact it had, and how it connects to the role you're applying for.

Structuring your answers: The STAR method

A helpful way to structure your responses is the **STAR** approach:

S	T	A	R
Situation	**Task**	**Action**	**Result**
Set the scene. What was happening	What were you responsible for?	What did you do? How did you approach it?	What was the outcome? What did you achieve or learn?

Training and Development Pathways

Build a career you're proud of.

We'll set you up for success right from day one. Our strong induction programme leads on to our dedicated learning and development pathways

If you're looking for more than just a job - here you'll find a career with purpose, progression, and a shared commitment to making a difference.

Your Training and Development Pathway

Launchpad
Where your Bright Futures journey begins, supporting you to start strong, feel confident and settle in with ease during your probation (standard 6 months).

Ascent
As you move beyond probation, deepen your skills, expand your knowledge, and grow your independence through ongoing training, coaching, and development.

Orbit
Your space for ongoing CPD, building skills, confidence and capability throughout your career.

North Star
Developing leaders with the vision, capability and confidence to shape the future of our organisation.

About Higher Lane

Rainford, St Helens

Contact Higher Lane: 01744 301 220
Area Manager: Ian.beaver@brightfuturescare.co.uk









Higher Lane, Rainford

Higher Lane is our 4 bed adult home in a semi-rural setting in Rainford with great local walks and excellent transport links.

The people we support enjoy trips out to he beach, nearby farms and even local shopping trips to help with their indepdence skills. One of their favourite activities is swimming but they also enjoy sensory play, watching films, baking, listening to music, arts and crafts, and attending college for further education.

In order to provide the high-quality support that we are so proud of at Bright Futures, our 4 bedroom home in Knowsley is supported by a number of team members:

- A Registered Manager
- A Deputy Manager
- Senior Support Workers
- Support Workers
- Waking Nights

Bright Futures also has a Business Support team that will support you, your colleagues, and your home; Inclusive of colleagues in HR, Finance, Training and Development, Internal Communication and more.

Roles and Shift Patterns

The full-time hours at our Bardley Crescent home are 37.5 hours per week. Your working pattern will depend on your role:

Support Workers

For our Support Worker colleagues, the shift pattern is based on 8 hour shifts and can take place across Monday-Sunday to ensure the people we support are supported throughout the week.

There may also be the need to undertake some sleep shifts as part of your role. These are paid at an additional £60 per sleep, increasing to your hourly wage if you are needed to step in during the night.







Higher Lane, Rainford

Roles and Shift Patterns

The full-time hours at our Higher Lane home are 37.5 hours per week. Your working pattern will depend on your role:

Senior Support Workers

For our Senior Support Worker colleagues, the shift pattern is based on 8hour shifts and can take place across Monday-Sunday to ensure the people we support are supported throughout the week.

There may also be the need to undertake some sleep shifts as part of your role. These are paid at an additional £60 per sleep, increasing to your hourly wage if you are needed to step in during the night.

Waking Nights

Our waking night team work the overnight shift.

Deputy Manager

Deputy Manager shifts are in blocks of 8 hours and can take place across the full week, Monday-Sunday.

Registered Manager

As a Registered Manager, the working week is normally Monday-Friday but may require some flexibility to meet the needs of the home.

Meet the Area Manager, Ian Beaver



"As an Area Manager, I've seen first-hand the impact our teams have every single day.

Every day here is a chance to make a genuine difference in someone's life. If you're looking for a role where your work matters, where you're supported to grow, and where you can be proud of what you do every single day, we'd love you to be part of this journey with us."



Got a question?
Get in touch

Email: Recruitment@brightfuturescare.co.uk
Tel: 01925 759 162
Careers Page: www.brightfuturescare.co.uk/careers