

Support Worker

MountCare Residential Limited – Colwyn Bay

MountCare Residential Limited is seeking passionate and enthusiastic Support Workers to join our team on a permanent, full-time basis at our Colwyn Bay provision. The role requires flexibility to work day shifts, waking night shifts, and sleep-in duties as part of a rota.

Unfortunately, we are unable to offer sponsorship at this time.

Our home provides placements for children and young people aged 5 to 18 with social, emotional, and mental health needs.

About the Role

We provide high-quality residential care in an environment that promotes safety, trust, fairness, and privacy. Our approach is firmly person-centred, supporting children and young people to achieve their goals and aspirations within a setting tailored to their individual needs.

As a Support Worker, you will work closely with young people who may display challenging behaviour, building consistent and professional relationships based on trust. You will provide practical and emotional support to help prepare them for a positive and productive future.

The role includes:

- Supporting young people during daytime routines and activities
- Completing waking night shifts, ensuring safety, welfare, and emotional reassurance throughout the night
- Undertaking sleep-in duties as part of the rota
- Maintaining accurate records, handovers, and incident reporting in line with policy

Training and Development

You will receive first-class training, ongoing support from an experienced staff team, and clear career progression opportunities. We are seeking individuals with commitment, resilience, and a genuine passion for improving young people's lives.

If you are looking for a challenging yet rewarding role where you can make a real difference, we would be keen to hear from you.

Requirements

- A strong work ethic and willingness to go the extra mile

- Compassionate, honest, and reliable with high levels of integrity
- Passionate about delivering high-quality, person-centred care
- Excellent written and verbal communication skills
- A strong team player with a friendly and professional approach
- Flexibility to work days, waking nights, and sleep-in shifts
- A full UK driving licence
- Willingness to work towards QCF Level 3 in Children and Young People if not already qualified

Desirable

- Experience or awareness of PBS and managing challenging behaviour
- QCF Level 3 in Health and Social Care (Children and Young People)

What We Offer

- Competitive annual salary (dependent on experience)
- Competitive sleep-in rate
- Permanent, full-time 36 hours per week contract
- Fully funded QCF Level 3 qualification
- Career progression and investment in professional development
- Comprehensive induction programme
- Enhanced DBS check fully funded
- Competitive annual leave entitlement with additional benefits