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**High Intensity User Service Lead**  
 Knowsley HIU Service

**Reference: 76974**

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: 02 August 2024**

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 candidates are subjected to enhanced DBS checks**



## **JOB DESCRIPTION – Knowsley High Intensity User service lead**

### **Knowsley HIU Service**

**Hours:** Full time 37.5 hours per week, to be worked Monday to Friday -09.00 to 17.00, subject to review to meet service needs.

**Responsible to:** Service Manager

**The Role:** The purpose of the Knowsley HIU service is to provide an alternative access point for people requiring out of hours support when experiencing negative symptoms of mental or physical illness which may result in crisis if support is not received. The service should work as a safety net so that people do not have to access A&E with the focus being on reducing crisis occurring by early intervention techniques and adequate support provisions.

### **Main Duties**

1. Jointly lead on the opening and development of a high quality service to provide front line support to individuals in reducing their presentations at Accident and Emergency departments
2. Liaise with clinical teams to discuss referrals and clinical presentation of service users, and make referral decision based on this.
3. Lead on risk management and safety planning for individuals who access A&E. Identify service users triggers and implement a brief, structured support and safety planning programme with service users to deliver agreed outcomes in a short period of time.
4. To ensure that all staff receive personal support, supervision and appraisals. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
5. Liaise with GP's, external agencies and community teams, making referrals as required.
6. Maintain accurate referral database ensuring this is kept stored in line with data protection and confidentiality policies and procedures.
7. Develop links and referral pathways with a range of agencies including DWP, accommodation services, health services, police etc. Build positive relationships with clinical and internal colleagues, and external organisations.
8. Support individuals who present in a range of ways including low mood, depression, anxiety or suicidal thoughts to develop their own coping strategies to prevent and manage crisis situations.
9. Ensure all local policies are kept up to date and relevant to service delivery.
10. Liaise with health professionals to offer alternative solutions for clients who regularly present at local A&E .
11. Facilitating multi-agency working and a key contact for professionals.
12. Co-lead for development of Commissioners reports.
13. Leading Case Management discussions about individuals supported, including pathways, progress & move on

## Staff Management

1. Lead and manage a staff team to ensure that the highest level of performance and standards of work and training are achieved.
2. Co-ordinate and deploy staff resources as efficiently as possible in relation to the needs of the service and the trainees.
3. Motivate the staff team to ensure a successful service and encourage contribution of ideas to develop and improve the service.
4. Generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with the all other relevant professionals.
5. Ensure staff receive regular and effective support and supervision. Take appropriate and corrective action to ensure all issues and dealt with speedily and effectively.
6. Ensure staff training and development needs are identified and met and participate in planning and delivering staff training and development activities.
7. Ensure staff understand and are committed to the values and objectives of the service.
8. Organise and chair team meetings.
9. Promote good practise and customer service and ensure staff know and deliver all current practises.
10. Ensure staff support and train trainees in ways which are empowering, build confidence and self esteem and maximise learning opportunities following individuals personalised training plans.
11. Be accountable for staff management.

## Other

1. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to colleagues, stakeholders and commissioners as and when requested.
3. To attend regular meetings with other professionals and provide presentations and updated information regarding the services performance.
4. To accept support, supervision and guidance from senior colleagues.
5. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
6. To comply with and to implement the Equal Opportunities Policy.
7. To maintain confidentiality at all times, in accordance with the agreed policy.
8. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
9. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

10. To take on the role of shift leader when required.
11. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
12. Any other duties as required.

### PERSON SPECIFICATION – High Intensity User service lead

#### Knowsley HIU Service

	REQUIRED QUALITIES	How Assessed?	Essential or Desirable
1	A minimum of three years' experience working within frontline Mental Health setting.	Application & Interview	Essential
2	At least two years' experience of supervising or managing staff or volunteers.	Application & Interview	Essential
3	Experience of developing new services or initiatives.	Application & Interview	Desirable
4	Previous experience of working within crisis care environments	Application & Interview	Desirable
5	Professional qualification in Health and Social care and or Mental Health. NVQ level 4 or 5	Interview	Essential
6	Work flexibly within an agreed framework shift rota, including on call	Application & Interview	Desirable
7	Assist in the development of close links within the community, promoting a greater understanding of mental health issues.	Interview	Essential
8	Have excellent written and verbal communication skills	Interview	Essential
9	Supervise and mentor other team members to ensure the highest possible standards of support	Interview	Essential
10	Take a lead in the recruitment and selection of staff.	Application & Interview	Essential
11	Ability to demonstrate initiative, self-motivation and resourcefulness.	Interview	Essential
12	Accurately maintain all recording systems, paper based and computerised ensuring compliance with Creative Support policies and procedures.	Application & Interview	Desirable
13	Experience or knowledge of working with people with learning disabilities, mental health needs or other needs	Application & Interview	Desirable
14	Ability to devise training plans and deliver individualised training and support.	Interview	Desirable
15	Provide regular reports demonstrating identified KPI's	Interview	Essential
16	Good written and verbal communication skills	Application & Interview	Essential
17	Ability to work in partnership to positively promote and market new a service or initiative using various platforms	Application & Interview	Essential
18	A warm, positive approach and excellent interpersonal skills.	Interview	Essential
19	Willingness to work reliably and flexibly according to the needs of the service and by mutual agreement.	Interview	Essential

<b>20</b>	Full driving license.	Application	Desirable
<b>21</b>	Demonstrate excellent IT skills using a variety of IT systems	Application	Essential

## TERMS AND CONDITIONS – High Intensity User service lead

Knowsley HIU Service

### Pay Structure:

<b>Salary:</b>	<b>Up to £31,000 per annum</b>	
	<b>Point One:</b>	£29,000 per annum
	<b>Point Two:</b>	£30,000 per annum
	<b>Under 21yrs:</b>	£31,000 per annum
<b>Please Note:</b> <i>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. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

### Hours of Work:

Full time 37.5 hours per week, to be worked Monday to Friday -09.00 to 17.00, subject to review to meet service needs.

### 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.

### Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

### Level 2 or 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

### 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. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role.

### Holidays:

25 days plus 8 statutory days pro rata.

### Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

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### **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 does not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six months to eighteen 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

### **Pension:**

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

### **Life Assurance:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after six months of employment. This scheme provides a death in service benefit of two times 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 the 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
- Carers leave up to 5 days per annum

### **Employee Counselling Service:**

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

### **Hospital Saturday Fund:**

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

### **WeCare Staff Awards:**

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

### **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.