



**Creative Support Ltd, Head Office**

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**Support Worker**  
**Newcastle Step up-Step Down Service**

**Reference: 79762**

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: 07 May 2025**

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](mailto: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 employees are subject to enhanced DBS checks**



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## JOB DESCRIPTION – SUPPORT WORKER

### Newcastle Step up-Step down service

**Hours:** Full or Part Time

**Responsible to:** Project Manager, Area Manager

#### The Role:

- You will assist senior staff in the planning and delivery of the service.
- You will provide person-centred care and support to people with mental health needs and enable them to gain independence, and to live a fulfilling and meaningful life.
- You will work with service users in a recovery-focused way in line with their support plans and risk management plans.
- Collaborating with service users, families, and involved professionals to provide a consistent and coordinated service that maximises outcomes for service users.

#### 1. Support Duties:

- 1.1 Develop warm, trusting relationships with service users to encourage them to express their needs, views, and concerns.
- 1.2 Conduct holistic assessment of service user needs, preferences, goals, aspirations, and risks together with the service user, families, and involved professionals and devise recovery-focused support plans and risk management plans accordingly. Ensure that these are reviewed regularly.
- 1.3 Advise and support service users in managing their license agreement and maintaining the safety, hygiene, and comfort of their home in preparation for a full tenancy. Develop daily living skills with people using Active Support model.
- 1.4 Promote service users' self-esteem and empower them to express their preferences and make choices and decisions.
- 1.5 Work within the recovery model to support service users to develop a sense of identity, separate from their diagnosis.
- 1.6 Where appropriate, encourage service users to involve their families and partners in their support plan to support their recovery.
- 1.7 Enhance the confidence and coping abilities of service users through encouragement and positive feedback. Empower service users by developing skills in planning and self-organisation, resilience, and encourage them to maintain appointments and commitments.
- 1.8 Collaborate with service users to develop and encourage Wellness Recovery Action Plans/Recovery Circles. Develop crisis/relapse management plans/advanced directives with the service user and multi-disciplinary team.

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- 1.9** Support service users who have additional needs due to substance misuse through appropriate advice, support, and signposting. Collaborate with Drug & Alcohol agencies to ensure progress towards goals e.g. harm reduction, abstinence.
- 1.10** Support service users subject to CTO's, Sections of the Mental Health Act/Home Office Restrictions and Guardianship Orders to comply with all requirements. Collaborate with the Care Coordinator, RMO or Social Supervisor to effectively manage risk/compliance.
- 1.11** Support service users who are at risk of offending or who are subject to Probation Orders/Community Sentencing to avoid reoffending and comply with all requirements.
- 1.12** Where appropriate, ensure that service users have regularly reviewed move-on plans. Assist service users in obtaining appropriate move-on accommodation which meets their needs and preferences and empowers them to live independently in the community. (in conjunction with MDT)
- 1.13** Support service users to budget and manage their finances and ensure that service users receive their full benefit entitlement by liaising with Welfare Rights/advice agencies.
- 1.14** Enable service users to participate in their communities, to enjoy the rights and responsibilities of citizenship, and to access legal advice and independent advocacy.
- 1.15** Encourage service users to take as much responsibility as possible for the management of their physical and mental wellbeing and to access relevant services.
- 1.16** Assist in monitoring service users' mental health and general wellbeing and inform the line manager and involved professionals of concerns or changes in needs and circumstances.
- 1.17** Support service users in complying with prescribed medication in line with their support plan. Liaise with the prescribing doctor regarding the compliance with prescribed medication. Ensure that service users attend medical appointments and medication reviews.
- 1.18** Ensure that vulnerable adults and young people are safeguarded from harm. Comply with Creative Support and the Council's safeguarding policies and procedures and report safeguarding concerns immediately to the Council, Service Director, and the Duty/On Call Manager.
- 1.19** Support service users to reduce risks to themselves and others in line with risk management plans. Work within a positive risk management approach whilst upholding your Duty of Care. Work with involved professionals to take a consistent approach to risk.
- 1.20** Ensure that the service supports service users in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests, and aspirations of service users. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 1.21** Contribute to evaluation of the effectiveness of support plans.
- 1.22** Work in the role of key worker for identified individuals.

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## 2. General Duties:

- 1.23** Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.
- 1.24** Accept support, supervision and guidance from senior colleagues.
- 1.25** Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 1.26** Ensure that you and other staff, volunteers and students on placement comply with the following:
- Health and Safety policies and Equal Opportunities Policy
  - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
  - Confidentiality and data protection
  - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
  - All Creative Support policies, procedures and guidelines for best practice
- 1.27** All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling.
- 1.28** Identify own training needs in discussion with line manager and attend training events and courses as required.
- 1.29** Any other duties as required.

## PERSON SPECIFICATION – SUPPORT WORKER

### Newcastle Step up-Step down service

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential /Desirable</b>
<b>1</b>	Experience of providing care and support to vulnerable people that may include mental health needs, LD, Autism, ADHD, Personality disorder, behaviour that can be challenging, risky behaviour i.e. drug/alcohol abuse, people who are vulnerable and at risk of exploitation/violence and harm. (age 16+)	Application	Essential
<b>2</b>	Possession of a relevant social care or professional qualification	Application	Desirable
<b>3</b>	A warm, respectful and positive approach to working with service users	Interview	Essential
<b>4</b>	Excellent written and verbal communication skills and ability to contribute to record keeping to an acceptable standard	Interview	Essential
<b>5</b>	Collaborate with service users, families, carers, and involved professionals to maximize outcomes for service users	Interview	Essential
<b>6</b>	Knowledge of welfare benefits and ability to ensure tenants receive their correct entitlement	Application & Interview	Desirable
<b>7</b>	Promote anti-discriminatory practice and develop a service that is welcoming to all service users	Interview	Essential
<b>8</b>	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, wake nights, weekends, and bank holidays	Application & Interview	Essential
<b>9</b>	Ability to support service users with physical health needs, for which a degree of physical fitness may be required	Application & Interview	Essential

## TERMS AND CONDITIONS – SUPPORT WORKER

### Newcastle Step up-Step down service

<b>Salary:</b>	<b>Up to £12.60 per hour</b>	
	<b>Point One:</b>	£12.50 per hour
	<b>Point Two:</b>	£12.60 per hour
<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 or Part Time. Full time hours are 30 hours per week. Hours to be worked flexibly on a rota which will include evenings, weekends and bank holidays according to the needs of the service.

#### Holidays:

20 days plus 8 statutory days pro rata.

#### 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.

#### 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 your end of probationary review paperwork.

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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 do not pay 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 times 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 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 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.

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**Payroll Giving:**

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

**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.

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**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.

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