

**Creative Support Ltd**

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Female Senior Support Worker

Reference: 82545

South Manchester Mental Health Service

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: 10 June 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 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

‘Gender is considered to be an occupational requirement – Equality Act 2010’



Hours: 37.5 hours per week (to be worked flexibly on a rota to include evenings, weekends, sleep in duties, split shifts and public holidays according to the needs of the service).

Responsible to: Registered Manager and Service Manager

The Role:

To assist the Registered Manager in the co-ordination and operational management of a 24 mental health supported accommodation service for females. You will contribute to the delivery of a high quality service. You will take and provide delegated responsibility for key functions and tasks. You will be part of a team ensuring support is provided to service users with mental health needs, with a view to increasing independence or fostering this on days when a person is able to utilise their abilities. You will ensure there is a consistent and warm approach and ensure the service provides the best quality of life for each person. You will be part of a team striving to ensure trauma informed care and support is at the forefront of practice and service culture. The service has CQC registered activity providing varying levels of personal care.

Main Duties

1. To be flexible and responsive to the needs of service users as directed by their person centred support plan.
2. To carry out needs assessment and reviews of these to inform support plans in full consultation with service users and other agencies.
3. To work with the management and housing team to ensure all void rooms and referrals are appropriately allocated and kept to a minimum length.
4. To build and maintain positive links with other agencies, to ensure smooth and effective inter-agency working with an emphasis on culturally appropriate resources within the area.
5. To offer day to day practical support, direct observation and supervision to support staff or relief staff as delegated.
6. To supervise staff in accordance with Creative Support's supervision policy.
7. To liaise with other team members to ensure that continuity of support and excellent communications are to be maintained at all times.
8. To encourage, support and assist service users in the following areas to maximise and build on their existing skills.
 - Collaboration with their support and service running
 - Problem solving and life skills
 - Domestic skills
 - Budgeting, benefits, managing personal finances and the paying of bills
 - Nutrition and safety matters
 - Using community resources and facilities
 - Social, leisure and education activity
 - Health promotion and personal self-care

9. To assist the Registered Manager or Service Manager with the running of the team and service, ensuring that staff and service users are made welcome and kept fully informed of their rights and responsibilities.
10. To contribute to service users reviews through the provision of verbal and written reports and by attending care planning meetings.
11. To offer reassurance and support to service users at times of emotional distress.
12. To actively seek and respond to service user's feedback and implement changes as appropriate.
13. To develop warm and trusting relationships with service users and to encourage them to express their needs, views and concerns.
14. To work alongside the managers and (where appropriate) take delegated responsibility for:
 - Health and Safety aspects
 - Housing Management function
 - Referral and allocation procedures
 - Feedback and report writing
 - Monitoring and evaluation of the service
 - Assisting with rotas
 - Service user participation
 - Financial and administrative procedures
 - Quality Assurance and Contract Monitoring
 - Other team functions
14. To assist in monitoring service users mental and general wellbeing and to inform the managers and other relevant agencies of any concerns or significant changes in their needs and circumstances.
15. To respect the service user's right to privacy and to ensure that their dignity and confidentiality is maintained at all times.
16. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
17. To encourage service users to make choices and decisions.
18. To respond flexibly to changing needs under the direction of the Managers.
19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Manager is promptly informed.
20. To follow health and safety guidelines and to alert the Managers immediately of any concerns in relation to health and safety issues.
21. To ensure that accurate records are kept.

22. To ensure that all financial transactions are promptly and accurately recorded.

Other

23. To provide regular verbal and written feedback to the line manager.

24. To accept regular support and supervision from the line manager.

25. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

26. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.

27. To maintain confidentiality at all times, in accordance with the agreed policy.

28. To identify training needs in discussion with the line manager and to attend all mandatory training courses and training events/courses as required.

29. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

30. To take part in staffing the local lone worker system and corporate On Call Service as required

32. Any other duties required.

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to devise appropriate support plans in liaison with service users and other agencies	Application, Interview & Exercise	Essential
2	Good verbal and written English/communication skills, ability to listen sensitively to others and contribute to a record keeping system to an acceptable standard	Application, Interview	Essential
3	Ability to work as part of a team, to facilitate groups and mediate between individuals	Interview	Essential
4	A good understanding of mental health needs/issues and dual diagnosis	Application, Interview	Essential
5	A common sense approach to problem solving and an ability to deal with conflict, behaviours that challenge and distress	Application, Interview	Essential
6	Ability to provide non-judgmental, emotional and practical support to clients and to gain their trust	Application, Interview	Essential
7	Ability to liaise in a professional manner with other agencies and attend ward rounds and reviews	Interview	Essential
8	An understanding of the aims, principles and Equal Opportunities policy of Creative Support	Interview	Essential
9	Current knowledge of welfare benefits and ability to ensure tenants receive their maximum entitlement	Application, Interview	Essential
10	At least 12 months experience of working with people with mental health needs	Application	Desirable
11	Supervisory experience and/or ability to supervise junior staff	Application, Interview	Essential
12	A warm, respectful and positive approach to working with service users	Interview	Essential
13	A good level of physical fitness in order to be able to work proactively with the service users to meet their identified needs	Application, Interview	Essential
14	Willingness to participate in local and corporate On call systems	Application, Interview	Essential
15	Knowledge of the Care Quality Commission (CQC) Key Lines of Enquiry and contribute the service meeting these quality standards	Application, Interview	Desirable
16	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
17	Ability to work without direct supervision with service users	Application, Interview	Essential
18	Willing to participate in regular supervision with line manager	Interview	Essential
19	Possession of a relevant social care or professional qualification	Application, Interview	Essential

Salary:	Up to £12.90 per hour	
	Point One:	£12.83 per hour
	Point Two:	£12.90 per hour
Please Note: <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>		

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

Diploma in Health and Social Care Level 3:

All employees commencing employment will be required to undertake and complete the Diploma in Health and Social Care Level 3 programme as a condition of their employment.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Hours of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota which will include days, evenings, weekends and public holidays according to the needs of the service. This may include sleep ins and split shifts.

Probationary Period:

The first six months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays:

20 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 16 hours per week.

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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week. Part time employees who work less than 18 hours per week will be eligible for a maximum of two weeks pro rata hours worked Company Sick Pay benefits per annum after 12 months service. 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.

Discretionary Benefits:

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

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 are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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.