



**Creative Support Ltd, Head Office**

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## Support Coordinator

**Manchester Personalisation Service**

**Reference: 83421**

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: 09 July 2025**

Once you have submitted your application form allow *7 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

A handwritten signature in black ink, appearing to read 'A. Webb', written over a light blue horizontal line.

**Recruitment Department**

**All candidates are subjected to enhanced DBS checks**



## **JOB DESCRIPTION – SUPPORT COORDINATOR**

### **Manchester Personalisation Service**

**Hours:** 37.5, to be worked flexibly to include evenings and weekends, according to the needs of the service.

**Responsible to:** Service Manager, Senior Operations Manager, Service Director and other senior colleagues

#### **The Role:**

- i. Assist the Managers in the operational management of mental health services that provide supported accommodation services for people with mental health needs.
- ii. Ensure that service users receive person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and develop their abilities as fully as possible. Provide respectful personal care, emotional and practical support to people with mental health needs living at the service.
- iii. Support and supervise staff, and deploy staff resources effectively to meet the needs of the service. Ensure staff are nurtured and supported in their roles. Liaise effectively with involved professionals to provide a consistent and coordinated service.

#### **1 Support Duties:**

- 1.1** Ensure that staff develop and sustain warm, trusting relationships with tenants and that staff promote their self esteem, happiness and emotional health.
- 1.2** Ensure that staff encourage and support tenants in expressing their needs, views and concerns and these are respected and responded to. Enable tenants to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 1.3** Ensure that staff respect and promote the rights and entitlements of people with mental health needs, enabling them to participate as fully as possible in their communities. Ensure that tenants are offered access to sources of independent advocacy and advice.
- 1.4** Ensure that the service supports tenants in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests and aspirations of individuals. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 1.5** Promote a warm and positive approach to the friends and families of tenants. Involve families and partners in planning individual support, in accordance with service user preferences.
- 1.6** Ensure that service maintain independence and confidence in areas of daily living. Achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- 1.7** Coach staff in appropriate strategies, intervention, and risk assessments, including positive behavioural support. Act as role model regarding issues around authority, personal conflict and responsibility.

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- 1.8 Devise and implement detailed management guidelines, individual programmes and protocols for managing behaviours which challenge services.
- 1.9 Ensure that tenants receive advice, care and regular health checks to maintain their physical, mental and emotional wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles. Engage with service users and build trusting, therapeutic relationships, working within the recovery model to encourage positive mental health and coping skills.
- 1.10 Ensure that medication is observed and recorded as prescribed. Implement safe procedures for the collection, storage and administration of medication within agency guidelines. Report any side effects or failure to take medication to the prescribing doctor / psychiatrist.
- 1.11 Observe and monitor service user emotional and physical wellbeing and inform involved professionals of concerns or significant changes in their needs, behaviour and circumstances.
- 1.12 Adhere to the local authority and Creative Support's safeguarding procedures and policies.
- 1.13 Ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and statutory reporting procedures.
- 1.14 Ensure that staff conduct and record financial transactions involving tenants within agency guidelines. Ensure that service users are enabled to be as independent as possible in managing personal finances. Ensure that they obtain their full benefit entitlement and are given advice and assistance regarding budgeting, payment of bills and avoidance of debt.
- 1.15 Promote anti-discriminatory practice and ensure that services are responsive to specific needs of female tenants and tenants from ethnic minorities.
- 1.16 Ensure that service users have regularly reviewed Personal Support Plans and Risk Assessments. Monitor content, implementation and effectiveness of plans. Ensure that tenants have a key worker and co worker and act as nominated key worker as appropriate.
- 1.17 Ensure that tenants receive appropriate, high quality care and support to meet individual needs, drawn from external and internal services. Ensure that tenants are effectively linked into Care Management mechanisms (The Care Programme Approach for example).

## 2 Staff Management:

- 2.1 Lead and manage staff to ensure the highest levels of performance and standards of work are achieved. Ensure staff are supported and nurtured throughout their employment.
- 2.2 Plan to meet the needs of tenants as identified by their Personal Support Plan by:
  - Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
  - Delegating tasks and responsibilities as appropriate
  - Ensuring that duties are carried out as prescribed and that quality standards are met at all times
  - Ensuring that planned activities take place and that individual programmes of rehabilitation and maintenance are followed.

- 2.3** Coordinate and deploy staff resources as efficiently as possible to meet the needs of the service.
- 2.4** Ensure that staff receive support, supervision and appraisal. Take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively. Be approachable and open to staff.
- 2.5** Ensure that staff training and development needs are identified and met. Participate in planning and delivery of staff training and development activities. Coach, train and supervise nursing, social work and other students on placements and contribute to agency training initiatives.
- 2.6** In liaison with the Registered Manager organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.
- 2.7** Promote and nurture good practice and brief staff regarding wider policy and practice issues.
- 2.8** Participate in recruitment and selection of staff, under direction of the Registered Manager and Operations Manager.

### **3 Project Management and Administration:**

- 3.1** Be accountable for the quality of the service and ensure that it conforms to quality standards and expectations of Creative Support, Commissioners and other Stakeholders.
- 3.2** Promote effective joint working with partner agencies and fulfil agreed service objectives. Ensure that excellent communications are maintained.
- 3.3** Ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors. Promote health and safety awareness.
- 3.4** Encourage tenant feedback and suggestions from tenants, carers and stakeholders for improving services. Promote a positive attitude to complaints. Ensure that complaints are fully investigated within Creative Support procedures and that appropriate action is carried out.
- 3.5** Develop and participate in monitoring and evaluation procedures. Assist in the formal review of all schemes at regular intervals. Collect and collate relevant statistical information, including tenant contact hours. Develop and participate in the evaluation of outcomes for tenants. Ensure that quality assurance measures are implemented.
- 3.6** Assist the Manager in the management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Director. Ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards.
- 3.7** Ensure that properties managed by Creative Supported are maintained. Ensure that repairs are carried out promptly and that housing services are efficiently and effectively carried out in partnership with the Maintenance Dept.

- 3.8** Establish and maintain positive working relationships with professionals and services in the area. Contribute to effective joint working by maintaining high standards of liaison and communication and by participating in inter-agency forums.
- 3.9** Facilitate the involvement of tenants, carers and representatives in developing and managing services.
- 3.10** Notify local agencies of voids in service and seek appropriate referrals to maximise service outcomes. Conduct full assessments of referrals and attend the Allocations Panel to discuss the referrals.

#### **4**     **General Duties:**

- 4.1** Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 4.2** Accept support, supervision and guidance from senior colleagues.
- 4.3** Identify own training needs with line manager and attend training events and courses.
- 4.4** 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 2012, including active prevention and control of infection within the capacity of the role
  - All Creative Support policies, procedures and guidelines for best practice
- 4.5** Support service users with daily living skills and activities, including moving and handling.
- 4.6** Work flexibly to meet the needs of the service. This may include day, evening, weekend, sleep in shifts and on-call duties which may be split shifts. Complete waking night checks with other senior staff. Flexibility and reliability are key factors in this role.
- 4.7** Any other duties as required.

**PERSON SPECIFICATION – SUPPORT COORDINATOR**  
**Manchester Personalisation Services**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
<b>1</b>	At least three years' experience of providing care and support to people with mental health needs.	Application	Essential
<b>2</b>	A relevant professional qualification (NVQ 3 Health and Social Care or equivalent).	Application & Interview	Essential
<b>3</b>	Graduate qualification or similar level qualification	Application Form	Desirable
<b>4</b>	Develop and sustain warm, trusting relationships with service users and work in a person centred way	Interview	Essential
<b>5</b>	Excellent written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
<b>6</b>	Support and supervise staff and deploy staff resources effectively to meet the needs of the service	Application & Interview	Essential
<b>7</b>	Liaise effectively with involved professionals to provide a consistent and coordinated service	Interview	Essential
<b>8</b>	Knowledge of helpful approaches, strategies and interventions in working with people with learning difficulties and mental health.	Application & Interview	Essential
<b>9</b>	Provide respectful personal care, emotional and practical support to service users	Interview	Essential
<b>10</b>	Conduct risk and support assessments and devise risk management and support plans accordingly	Application & Interview	Essential
<b>11</b>	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
<b>12</b>	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
<b>13</b>	Promote anti-discriminatory practice and provide a service that is welcoming to all service users	Application & Interview	Essential
<b>14</b>	Willingness to work flexible hours according to needs of the service. This will include evenings, weekends, bank holidays and sleep in shifts	Interview	Essential

**TERMS AND CONDITIONS – SUPPORT COORDINATOR**  
**Manchester Personalisation Services**

<b>Salary:</b>	<b>Up to £13.25 per hour depending on experience</b>	
	<b>Point One:</b>	£13.05 per hour
	<b>Point Two:</b>	£13.25 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 time, 37.5 hours per week including weekends, evenings and public holidays according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid.

**Holidays:**

25 days per annum plus eight statutory days pro rata.

**Birthday Holiday Bonus:**

After two year continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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.

**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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

**Vaccination Policy:**

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks.

**Pension:**

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

**Life Assurance:**

Currently set at two time's 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 time's 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.

**Payroll Giving:**

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

**Achieve Q Staff 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.

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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.