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## **Female Support Worker**

**South Manchester MH Services**

**Reference: 83431**

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: 11 July 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 applicants are subject to enhanced DBS checks.**



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**JOB DESCRIPTION – FEMALE SUPPORT WORKER**  
**South Manchester MH Services**



**Hours:** 37.5 or part-time hours available

**Location:** Withington

**Responsible to:** Registered Manager and Service Manager

**The Role:**

We provide support services to females who require support and accommodation to assist in their recovery process. The service works with women with varying level of needs and risk to ensure provision is bespoke to the individual. The service is a lone working model with sleep in's where you remain at the service overnight, you have a period of time for handover at the change of shift. The service is intensive and intended to work with women in agreed timescales to progress through the service to achieve move on to more independent settings.

South Manchester services as part of Creative Support have been running for over 25 years. Full training induction is mandatory followed by specialised training in the field you work. You will join an established and experienced team and have full management support in order to develop your skills in community support work.

Our aim is to work alongside people with trauma informed care approaches, recovery mind sets and culture and long term goal setting where this is achievable as part of exiting the service. You will seek collaboration with people to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities.

The successful applicant will be able to think on their feet and respond to a fast paced environment with a positive and proactive attitude.

**Main Responsibilities/Duties**

1. To develop and sustain warm and trusting relationships with service users.
2. To promote the self esteem, happiness and emotional health of service users.
3. To respect the client's right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users in expressing their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision making processes.
5. To respect and promote the rights and entitlements of people with mental health needs, learning disabilities, physical disabilities and acquired brain injury, and to enable them to participate as fully as possible in their communities.
6. To be responsive to the individual needs of service users within the framework of their Person Centred Plans Support Plans and to respond flexibly to changing needs.

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**7.** To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

- Social skills/relationships
- Personal care & hygiene
- Daily living skills
- Using community resources and facilities
- Social, leisure and work activities
- Self organisation and coping abilities
- Personal safety

To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

**8.** To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified by individual plans.

**9.** To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

**10.** To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.

**11.** To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.

**12.** To assist service users in the administration and monitoring of prescribed medication in accordance with the Corporate and Local Medication Policies.

**13.** To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

**14.** To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager and the UBM is informed promptly. To use internal on call services proactively.

**15.** To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.

**16.** To contribute to project records and individual case files.

**17.** To carry out and record all financial transactions involving service users within agency guidelines.

**18.** To carry out general administrative duties, housing management tasks and services as required.

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19. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings

**Other**

20. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
21. To be available to work flexibly in order to meet the needs of the agency and the service user. This may include day, evening, weekend and sleep in shifts which may also be split shifts.
22. To provide regular verbal and written reports to colleagues.
23. To accept support, supervision and guidance from senior colleagues.
24. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
25. To comply with and to implement the Equal Opportunities Policy.
26. To maintain confidentiality at all times, in accordance with the agreed policy.
27. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
28. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
29. To take on the role of shift co-ordinator when required.
30. 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 and may involve supporting people with personal care needs
31. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
	<b>Skills and Knowledge</b>		
1	Ability to demonstrate a warm, caring, person centred and affirmative approach to people with mental health needs and learning disabilities.	Assessed by Interview	Essential
2	Good communication skills and ability to listen sensitively to others	Assessed by Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Assessed by Interview	Essential
4	Ability to demonstrate basic insight and understanding into the needs of people with mental health needs and learning disabilities	Assessed by Interview	Essential
5	Written communication and IT skills sufficient to contribute to record keeping systems.	Assessed by Application Form and Interview	Essential
6	Ability to work well as part of a team	Assessed by Interview	Essential
7	Ability to work safely and responsibly without direct supervision in service user's own homes and in the local community	Assessed by Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Assessed by Interview	Essential
9	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Assessed by Interview	Essential
10	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Assessed by Application Form and Interview	Essential
11	Ability to demonstrate respect for difference and diversity.	Assessed by Application Form and Interview	Essential
12	Ability to provide emotional and practical support to service users	Assessed by Application Form and Interview	Essential
13	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Assessed by Application Form and Interview	Essential
14	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Assessed by Interview	Essential
15	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Assessed by Interview	Essential
16	Ability to support service users with their physical health needs, this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Assessed by Application Form, Pre-employment	Essential

		Forms and Interview	
	<b>Experience and Qualifications</b>		
<b>17</b>	Experience of providing care, support or other services to people in community settings	Assessed by Application Form and Interview	Desirable
<b>18</b>	Experience of supporting people with mental health needs and learning disabilities	Assessed by Application Form	Desirable
<b>19</b>	Life experience and confidence in relating to people from a wide variety of backgrounds	Assessed by Application Form and Interview	Essential
<b>20</b>	Possession of Diploma or other relevant social care qualification	Assessed by Application Form	Desirable
	<b>Other</b>		
<b>21</b>	Warm, caring, respectful and positive approach when working with service users	Assessed by Interview	Essential
<b>22</b>	Willingness to work flexible hours, including weekends according to needs of agency and service users	Assessed by Interview	Essential
<b>23</b>	Willingness to attend training courses and events as required	Assessed by Interview	Essential
<b>24</b>	To have a clean driving licence and access to a car	Assessed by Application Form	Desirable

<b>Salary:</b>	<b>Up to £12.40 per hour</b>	
	<b>Point One:</b>	£12.30 per hour
	<b>Point Two:</b>	£12.40 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:**

Part time – minimum 15 hours per week. To be worked flexibly on a rota, this will include weekends and public holidays according to the needs of the service.

### **Waking Nights:**

Support Workers may be required to undertake sleep-ins. Where sleep-ins are undertaken by Support Workers/Supported Living Workers these are paid additionally per sleep-in, over and above the salary for the employee's contracted hours on the basis of the relevant National Minimum Wage (NMW) or National Living Wage (NLW).

### **Level 2 and/or Level 3 Health & Social Care Diploma:**

All employees will be required to undertake and complete the Level 2/3 Health and Social Care Diploma, or if the employee already has an NVQ but no Learning Disability qualification, they will need to complete the Level 2/3 Certificate in Learning Disabilities (applicable to Support Workers working in learning disability services only) as a condition of their employment. If you hold NVQ 2 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.

### **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.

### **Holidays:**

20 days plus 8 statutory days pro rata. Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours.

### **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

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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.

#### **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.

#### **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 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 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.

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**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 on a regular basis to any of the registered charities either large or small.

**WeCare 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.

**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:**

£100.00 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 had 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:**

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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 basis 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.