



Creative Support Ltd

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Senior Support Worker

Reference: 81694

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: 14 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 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

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

Responsible to: Service Manager

The Role:

The service provides supported accommodation, consisting of 12 flats, for people who experience and have diagnosed mental health needs. The service is for adults of all gender who require a level of support and accommodation due to their experiences of mental health. You will be on site to support the day to operations of the service. You will oversee the planning of the service staffing needs and ensure that rotas are maintained to facilitate this.

You will contribute to a high quality service being delivered and maintained. You will take and give delegated responsibility for key functions and tasks. You should be able to utilise your own creativity and initiative as a senior working with a diverse range of people and needs. You will aim to ensure support is provided to service users with mental health needs. With a view to increasing independence and achieving pathways to reduced supported or independent accommodation.

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 voids and referrals are appropriately allocated and kept to a minimum length void.
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 and observation 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.
 - 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

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
15. 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.
16. To respect the service user's right to privacy and to ensure that their dignity and confidentiality is maintained at all times.
17. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
18. To encourage service users to make choices and decisions.
19. To respond flexibly to changing needs under the direction of the Managers.
20. To take appropriate action in the event of unforeseen emergencies, ensuring that the Manager is promptly informed.
21. To follow health and safety guidelines and to alert the Managers immediately of any concerns in relation to health and safety issues.

- 22. To ensure that accurate records are kept.
- 23. To ensure that all financial transactions are promptly and accurately recorded.

Other

- 24. To provide regular verbal and written feedback to the line manager.
- 25. To accept regular support and supervision from the line manager.
- 26. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 27. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.
- 28. To maintain confidentiality at all times, in accordance with the agreed policy.
- 29. To identify training needs in discussion with the line manager and to attend all mandatory training courses and training events/courses as required.
- 30. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 31. To take part in staffing the local lone worker system and corporate On Call Service as required
- 32. Any other duties required.

PERSON SPECIFICATION – SENIOR SUPPORT WORKER
South Manchester Mental Health Services



	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: 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.		

Hours of Work:

Full time hours are 37.5 hours per week including occasional weekends, evenings and public holidays according to the needs of the service. Sleep in's are a requirement for this service.

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.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.

Holidays:

20 days per annum plus eight statutory days. Pro-rata if part-time.

Probationary Period:

The first four months will constitute a probationary period. On successful completion, employment will be confirmed.

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 the criteria below:

- There is no payment 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 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.

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.

Life Assurance:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

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

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.