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## Female Support Coordinator

Northenden Mental Health Service

**Reference: 71925**

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: 01 September 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,

**Recruitment Department**

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**INVESTORS IN PEOPLE®**  
We invest in people Gold



**Stonewall DIVERSITY CHAMPION**



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## **JOB DESCRIPTION – FEMALE SUPPORT COORDINATOR**

### **Northenden Mental Health Service**

**Hours:** Full time (37.5 hours) to be worked flexibly including evenings and weekends, according to the needs of the service.

**Responsible to:** Registered/Service Manager

**The Role:** To provide individualised personalised support to people with mental health needs who are living in supported living accommodation in the Northenden area. To provide outcome focused support which enables service users to lead fulfilling and valued lives, maintain their tenancies, participate in their local community, develop independent living skills and achieve their personal goals and desired outcomes.

#### **1. Management Duties**

- 1.1 To welcome and introduce new service users to the service and to their allocated workers. To ensure an effective transition for service users who may be moving on from other services or other accommodation/ family home.
- 1.2 To ensure that an outcome focused personal support plan and person-centred plan (PCP) is devised in response to identified needs/preferences, risks and goals of individuals and that an agreed programme of support is put in place. This will include defined hours and times of support. To ensure that support plans are consistent with statutory care plans and commissioned hours.
- 1.3 The service is for 5 women and using a trauma informed approach. The support coordinator will be part on rota and with the experienced team offer high quality support including support in the community when needed, activities and help with daily routines, and with person care needs when required.
- 1.4 To promote the service to referring agencies and to invite, receive and respond to new referrals when there is a void place.
- 1.5 To undertake an assessment of prospective service user needs/risks and preferences and in conjunction with the Project manager / Registered Manager to determine whether a service can be offered which meets identified needs. To allocate new referrals to the service and to staff caseloads according to service capacity and service user needs/preferences. Where it is not possible to offer a safe or appropriate service to give feedback and to signpost the referral to other agencies. To maintain and to regularly review a waiting list (when necessary) and to prioritise service users in accordance with resources and priority need.
- 1.6 To ensure there is an up-to-date risk assessment and management plan which is reviewed no less than 12 monthly. The risk assessment will include environmental risks and risks to lone workers as well as risks relating to the needs of service users.
- 1.6 To ensure that service users receive a consistent, reliable and personalised service by deploying staff to meet their needs and preferences in accordance with agreed support

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plans and activity programmes. To ensure that commissioned support hours are provided reliably in accordance with the statutory care plan. To organise rotas as efficiently and effectively as possible and to arrange cover for absences and additional requirements as needed. To ensure that rotas take account of gender specific preferences and specific requirements (such as the availability of car drivers to driver service user vehicles).

- 1.7 To develop and manage the performance of all staff for whom the post holder is responsible by providing formal supervision, coaching, direct observation of practice and periodic appraisals within the Competency Framework. To ensure that staff training needs are identified and met and all training undertaken is recorded within supervision files and the training matrix. To contribute to the recruitment and selection of staff in conjunction with the Service Manager / Registered Manager.
- 1.8 To ensure all service users have a designated key worker with identified responsibilities for implementing and reviewing their support plan, working effectively with their housing provider/other agencies and documenting outcomes
- 1.9 To ensure that person centred reviews are carried out at 6 monthly intervals and that these are organised in such a way as to maximise the participation of the service user and other members of their circle of support. To utilise the review process to plan the reduction of support as service users become more confident, independent and build up informal support networks and community links.
- 1.10 To ensure high standards of health and safety by ensuring that staff comply with all safety policies and requirements. To ensure the physical environment is maintained in a safe, clean and tidy manner. To ensure safe lone working protocols and to be aware of staff whereabouts at all times.
- 1.11 To communicate effectively with staff, service users, their families and stakeholders and to promote the positive reputation and activities of Creative Support.
- 1.12 To organise regular team meetings at monthly or more frequent intervals and to ensure that staff are well briefed regarding all matters relating to policy, practice and requirements. To encourage full attendance and participation of all staff in these meetings, including part time and relief staff, volunteers and students on placement.
- 1.13 To ensure that all staff practice in a safe, competent and person-centred manner and follow all guidelines for the provision of personal support, management of medication and health conditions, support with mobility, everyday household tasks, personal finances, community activities and the provision of transport.
- 1.14 To report and manage accidents, incidents and emergencies, following creative support and agreed multi-agency reporting guidelines and requirements.
- 1.15 To provide excellent internal and external customer care. To respond professionally to all enquiries and to efficiently reply to emails and written requests for information. To ensure that service users are aware of the Complaints Policy and are supported to make complaints and suggestions. To acknowledge, record and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families, staff and stakeholders. To

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ensure that service users have access to independent sources of advice, advocacy and representation as required.

- 1.16 To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers and students on placement comply with Creative Support and Council's safeguarding policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Registered Manager and the Duty/On Call Manager.
- 1.17 To carry out all recording and administrative duties relating to the management and quality monitoring of the service and to comply with all requests for reports and information from your line manager. To ensure that service provided meets the service specification, Creative Support's quality expectations, CQC standards and the Supporting People Quality Assessment Framework (QSA).
- 1.18 To comply with and to implement the Equal Opportunities Policy of Creative Support. To promote take up of the service by people from BME groups and to ensure that the service provided is sensitive to cultural and religious needs. To promote cultural sensitivity and anti-discriminatory practice. To allocate a male or female support worker to individual service users in accordance with their preferences where possible. To ensure that service users with additional physical/sensory disabilities receive a service which is tailored to their individual needs.
- 1.19 To ensure that all staff carry out and record all financial transactions (including petty cash, expenses and service user finances) within agency guidelines and carry out regular quality checks in relation to these.
- 1.20 To maintain and collate data relating to referrals, hours of service delivery, caseloads, service utilisation and achievement of outcomes. To provide reports for internal and external use as well as weekly returns.
- 1.21 To participate in a local project duty manager rota and out of hours on call rota as required.
- 1.22 To ensure that staff receive personal support, appraisal and supervision. To take appropriate supportive/corrective action to ensure that performance difficulties are addressed efficiently.
- 1.23 To ensure that the service users' accommodation is maintained to the highest standards. To ensure that the necessary repairs and maintenance are reported promptly and that all housing services are efficiently and effectively carried out.
- 1.24 To ensure all decisions pertaining to service users support consider legal considerations pertaining to Mental Capacity and seek Best Interests decisions where required.
- 1.25 To reinforce the terms of the tenancy agreement, taking into consideration tenants needs and working closely with the multi-disciplinary teams.
- 1.26 to carry out necessary audits and checks to ensure CQC and Creative Support systems and standards are maintained. To do this in partnership with the service manager.

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- 1.26 To carry out any other duties delegated by the Registered Manager/senior colleagues. To deputise for the Registered Manager when required.

## **2. Direct Support of Service Users**

- 2.1 To develop and sustain warm, trusting and respectful relationships with service users.
- 2.2 To promote the self-esteem, happiness and welfare of service users.
- 2.3 To offer unconditional positive regard to service users, to respect the right to privacy and confidentiality and to ensure that dignity is maintained at all times.
- 2.4 To encourage and support service users to express 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. To enable people to contribute actively to decisions regarding their own care, support and activities through communication methods which are tailored to individual needs.
- 2.5 To respect and promote the rights and entitlements of people with complex needs and to enable them to engage as fully as possible in their communities and to maintain community connections.
- 2.6 To carry out the role of key worker and to enable service users to achieve their goals and dreams by working alongside them to develop and implement within their person-centred plans. To respond to changing needs and preferences and to promote confidence, independence and coping abilities. To encourage the use of informal and peer support and reduce reliance on paid support/services. When required to support women with independent living skills and some personal care.
- 2.7 To support service users in maintaining the safety, security, cleanliness and comfort of their homes. To support service users in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant, including paying rent, council tax & utility bills, reporting repairs and maintaining their accommodation to a good standard. To support service users who have rent arrears to repay these according to agreed schedules. To support service users to maintain good relationships with neighbours. To ensure excellent communication and joint working with housing providers and agencies.
- 2.8 To support service users to obtain aids and adaptations to their homes in order to meet their mobility and other needs and to access emergency community alarm services when required. To ensure that service users with mobility and manual handling needs have an up-to-date manual handling assessment and that staff follow any specific guidelines for safe manual handling or mobility support which may arise from these assessments.
- 2.9 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
  - Maintaining tenancies & being a good neighbour

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- Daily living skills
- Managing money/financial inclusion
- Using community resources and facilities
- Social and leisure activities
- Education, training and work opportunities
- Managing health and wellbeing
- Self-organisation and coping abilities
- Personal safety

- 2.10 To support service users to claiming their full benefit entitlement, budget and manage their personal finances as independently as possible to support their chosen lifestyle. To promote financial inclusion by supporting service users to open bank accounts, pay bills, avoid/reduce debts and save for future goals. To promote employment by providing advice on work related benefits.
- 2.11 To support people to enjoy a wide range of activities and opportunities within the community in accordance with their needs and preferences.
- 2.12 To ensure that service users receive all necessary advice and support to ensure their physical and mental health and general wellbeing. To support service users to self-manage long term conditions (such as epilepsy, diabetes, respiratory/cardiovascular conditions). To encourage attendance of health appointments and take up of regular optical, dental and health checks appropriate to age, gender and individual needs. To promote nutrition, relaxation, exercise and a healthy lifestyle and compliance with medication and treatment programmes. To observe and monitor the service users' emotional and physical wellbeing and to inform the Service Manager, families and other agencies of any concerns or significant changes in their needs, behaviour and circumstances. To develop Health Action Plans for service users with complex health needs. To promote the right to access high quality primary and specialist health care services and maintain health action plans.
- 2.13 To use positive behaviour support techniques and engage the PBS team when required for individuals who express their frustrations and needs through challenging behaviour by using appropriate strategies, management protocols and guidelines agreed with the multi-disciplinary team. To coach and support staff in the use of these approaches.
- 2.14 To work closely with the families of service users and other professionals involved in their care and support to provide coordinated services to meet the needs of the individuals. To encourage and support connections with families and friends. To positively and respectfully communicate with families and other professionals at all times.
- 2.17 To maintain service user records and individual case files. To document and account for all work undertaken with service users and other agencies in accordance with recording standards.

### 3. Other

- 3.1 To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 3.2 To provide regular verbal and written reports to colleagues.
- 3.3 To accept support, supervision and guidance from senior colleagues.

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- 3.4 To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 3.5 To comply with and to implement the Equal Opportunities Policy.
- 3.6 To maintain confidentiality at all times, in accordance with the agreed policy.
- 3.7 To identify training needs in discussion with Line Manager, to attend training events and courses as required for example CITRUS.
- 3.8 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 3.9 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
- 3.10 In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
- 3.11 Any other duties as required.

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	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential or Desirable?</b>
1.	At least two years experience of support withing a mental health care setting	Application	Essential
2.	NVQ 3/4 or Health and Social Care Level 4 equivalent or higher professional qualification	Application	Desirable
3.	Degree or equivalent qualification	Application	Desirable
4.	Good written/ verbal communication skills and good IT skills	Interview	Essential
5.	A warm, respectful and supportive approach to service users, families and colleagues	Application & Interview	Essential
6.	Experience of coordinating rotas and deploying staff to meet the needs and preferences of service users	Interview	Essential
7.	Ability to provide warm and person-centred support to individuals with housing related support needs, to effectively manage a caseload and to carry out the key worker role	Application & Interview	Essential
8.	Good organisational skills and the ability to prioritise & manage a busy workload (which will including direct support, supervision & management of staff and joint work with partner agencies)	Interview	Essential
9.	Ability to lead, manage & supervise staff assertively to ensure effective team working, high standards of practice and positive outcomes for service users	Interview	Essential
10.	Personal resilience and ability to manage a challenging workload & competing priorities	Interview	Essential
11.	Ability to collate data relating to service delivery & outcomes and to produce well written internal and external reports	Application & Interview	Essential
12.	Ability to liaise professionally with a range of agencies and to gain the confidence and respect of other professionals	Application Interview & References	Essential
13.	An understanding of welfare benefits and entitlements, housing rights and tenancy issues	Interview	Desirable
14.	Applicants must enjoy good health and be able to reliably carry out the responsibilities of the post	Application & Interview	Essential
15.	Willingness to work flexible hours according to the needs of the project. This will include evening and weekend working as required.	Interview	Essential
16.	To have a clean driving licence and access to a car	Application	Desirable



<b>Salary:</b>	<b>Up to £13.25 per hour</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:**

Full time (37.5 hours) or part time hours, to be worked flexibly including evenings, weekends and bank holidays.

**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 15 hours per week.

**Holidays:**

20 days plus 8 statutory days pro rata.

**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.

**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:**

After two years of 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.

**Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed,

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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.

#### **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.

#### **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 months of 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 the 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.

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**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.

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 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 are provided will be dependent 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

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have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

**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. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

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