

**Creative Support Ltd, Head Office**

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Support Worker

Reference: 71927

Hollinsclough Close, South Manchester MH

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: 19 September 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 applicants are subject to enhanced DBS checks.



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JOB DESCRIPTION – SUPPORT WORKER

Hollinsclough Close, South Manchester MH

Hours: Full time (37.5) and part time (minimum of 15) hours. To be worked flexibly on a rota which may include evenings, nights, weekends and bank holidays according to the needs of the service.

Responsible to: Support Coordinator

The Role:

We are looking for someone who is approachable and warm and able to connect with the adults we support at our mental health service in South Manchester. The successful candidate will support tenants to develop their independent living skills, confidence, meaningful occupation and mental wellbeing so that they can go on to live more independently in the community. This individual will also support the tenants at the service to sustain their tenancies through encouraging them to develop their housing skill and helping them to navigate any tenancy related issues. The successful candidate will have the ability to identify areas of support, and work with tenants to devise an individual support plan for their placement, and support the individual to implement this plan. The person will be able to work collaboratively and creatively with tenants. They will also be non-judgemental, able to relate to the issues that the adults at our service face, have a laid-back approach, be a good listener, be able to use their initiative, and be comfortable lone working and alongside others.

Main Responsibilities/Duties

1. To develop and sustain warm and trusting relationships with service users and offer a consistent and stable connection for service users who have often endured very chaotic upbringings.
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 support tenants to understand the responsibilities of their tenancies, and assisting them in fulfilling these obligations to prepare them for move-on in the wider community.
6. To be responsive to the individual needs of service users within the framework of their Person Centred Support Plans/CPA and to respond flexibly to changing needs within these.
7. To support people with medication prompts when required, full training will be provided.
8. To support people access the right health and mental health service support and attend appointments with people if required.
9. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

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- 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.

10. To address behaviours that challenge and support the development of appropriate ways to resolve conflict within the community.
11. 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 both at the service and in the wider community.
12. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
13. To offer support to service users in promoting positive mental health recovery which is tailored to their individual support plan/ CPA's.
14. To advocate and liaise with other professionals/third parties who are involved with the service user, working in a joined up way with other services and escalating concerns when they arise to the relevant people.
15. Working collaboratively with other professionals involved in a service user's care to ensure all aspects of an individual's CPA is being actioned.
16. To take appropriate action in the event of unforeseen emergencies and crisis management, ensuring that the Service Manager is informed promptly. To use internal on call services proactively.
17. To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
18. To help develop service user's understanding of health and safety in order to ensure that they maintain a safe home environment.
19. To contribute to project records and individual case files ensuring that these are up to date and accurate and are kept in accordance with confidentiality and data protection policies and procedures.
20. To offer regular one-to-one sessions tailored to the service user's needs, providing practical and emotional guidance and support.

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21. To carry out general administrative duties, housing management tasks and services as required.
22. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings
23. To support the service users to develop their insight into / awareness of how best to manage their mental health needs.
24. To contribute to delivering a vibrant range of activities for service users both on site and in the community.
25. Fulfil the role of keyworker as required, under the direction of a senior member of staff.
26. Ensure that financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
27. To ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Manchester Council's Safeguarding policies and procedures and report concerns regarding vulnerable adults or children to the council, the manager, and the duty/on call manager.
28. To assist the manager with the running of the team and the service, ensuring that new staff and service users are welcome and fully informed of their rights and responsibilities.
29. Follow the guidance and risk management strategies outlined in risk management plans. Support service users in reducing risks to themselves/others and promote community safety. Work in a safe and responsible manner to safeguard vulnerable service users from harm whilst ensuring individuals are able to make choices and enjoy rights and opportunities within a positive risk management approach agreed with service users and involved professions. Report concerns regarding risks to senior staff, the Duty Manager/On Call manager and involved professionals.

Other

30. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
31. To be available to work flexibly in order to meet the needs of the agency and the service user. This includes day, evening, weekend and public holidays according to the needs of the service.
32. To provide regular verbal and written reports to colleagues.
33. To accept support, supervision and guidance from senior colleagues.
34. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
35. To comply with and to implement the Equal Opportunities Policy.
36. To maintain confidentiality at all times, in accordance with the agreed policy.

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- 37.** To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 38.** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 39.** To take on the role of shift co-ordinator when required.
- 40.** 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
- 41.** Any other duties as required.

PERSON SPECIFICATION – SUPPORT WORKER

Hollinsclough Close, South Manchester MH

Skills and Knowledge

Requirement

1. **Ability to demonstrate a warm, caring, person centred and affirmative approach to people with mental health needs.**
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**
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**
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*

Experience and Qualifications

17. **Firm understanding of health and mental health needs with an empathy to support people to stay well and on a recovery pathway.** *Essential*
18. **Experience of supporting people with mental health needs**
Assessed by Application Form *Desirable*
19. **Life experience and confidence in relating to people from a wide variety of backgrounds**
Assessed by Application Form and Interview *Essential*
19. **Possession of Diploma or other relevant social care qualification**
Assessed by Application Form *Desirable*

Other

21. **Warm, caring, respectful and positive approach when working with service users**
Assessed by Interview *Essential*
22. **Willingness to work flexible hours, including weekends according to needs of agency and service users**
Assessed by Interview *Essential*
23. **Willingness to attend training courses and events as required**
Assessed by Interview *Essential*
25. **To have a clean driving licence and access to a car**
Assessed by Application Form *Desirable*

TERMS AND CONDITIONS – SUPPORT WORKER

Hollinsclough Close, South Manchester MH

Salary:	Up to £12.40 per hour	
	Point One:	£12.30 per hour
	Point Two:	£12.40 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>		

Hours of Work:

Full or part time hours will be considered for all roles. Full time hours are 37.5 per week, part time to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days (pro rata) for part-time.

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.

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

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

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 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.

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, 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

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£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 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 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 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

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.

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 from your pay on a regular basis to any registered charities.

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

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