



Creative Support Ltd, Head Office

Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Support Coordinator

Reference: 81786

Carlisle Learning Disabilities, Severe Complex Needs, Autism, Forensic and 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: 22 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 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

Please note that all employees are required to complete an enhanced DBS check.

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We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – SUPPORT COORDINATOR

**Carlisle Service for the provision of support for people with Learning Disabilities,
Severe Complex Needs, Autism, Forensic and Mental Health**

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

Responsible to: Operations Manager

The Role:

- i) To assist the Operations Manager in the operational management of a high quality supported living service. To ensure that the service provided is responsive to the needs and preferences of tenants and their families. To ensure that all contract requirements and expectations are fully met.
- ii) To ensure that tenants receive individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Care and Support:

- 1.1** To ensure that staff develop and sustain warm and trusting relationships with tenants and that staff promote their self esteem, happiness and emotional health.
- 1.2** To ensure that staff encourage and support tenants in expressing their needs, views and concerns and these are respected and responded to. To enable tenants to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 1.3** To ensure that staff respect and promote the rights and entitlements of people with Learning Disabilities, Severe Complex Needs, Autism, Forensic and Mental Health needs, enable them to participate as fully as possible in their communities and have an understanding of the recovery model. To ensure that tenants are offered access to sources of independent advocacy and advice.
- 1.4** To ensure that the service supports tenants in developing socially valued lifestyles which include a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the individual. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 1.5** To promote a warm and positive approach to the friends and families of tenants. To involve families and significant others in the planning of individual support, where this is in accordance with their preferences.
- 1.6** To ensure that tenants are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- 1.7** To coach staff in the use of appropriate strategies, intervention, risk assessments, face risk assessments including the Wellness Recovery Action Plan (WRAP) if applicable. To act as an

appropriate role model with regard to issues around authority, personal conflict and responsibility.

- 1.8** To devise and implement detailed management guidelines, individual programmes and protocols for managing behaviours which challenge services.
- 1.9** To ensure that tenants receive all necessary advice, care and regular health checks to maintain their physical, mental and emotional well being. To promote nutrition, relaxation, exercise and a healthy lifestyle. To engage with service users and build trusting therapeutic relationships, working within the recovery model to encourage positive mental health and coping skills.
- 1.10** To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor.
- 1.11** To observe and monitor the tenant's emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 1.12** To ensure that you adhere to both the local authority and Creative supports safeguarding procedures and policies.
- 1.13** To ensure that you adhere to the principles of best interest to understand individuals status around capacity.
- 1.14** To complete Positive Behavioural training including both understanding both Breakaway and Physical Intervention techniques and to renew this training as and when required.
- 1.15** To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and statutory reporting procedures.
- 1.16** To ensure that staff carry out and record all financial transactions involving tenants within agency guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.
- 1.17** To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs of female tenants and tenants from ethnic minorities.
- 1.18** To ensure that all tenants have Individual Support Plans and Risk assessments are regularly reviewed and evaluated. To monitor the content, implementation and effectiveness of plans. To ensure that all tenants have a key worker and co worker and to act as the nominated key worker as appropriate.
- 1.19** To ensure that tenants receive appropriate, high quality care and support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the project. To ensure that all tenants are effectively linked into Care Management mechanisms (The Care Programme Approach for example) and have identified statutory Key Workers.

- 1.20** To work closely with the Operations Manager and be accountable for the overall quality of the service and to ensure that it conforms at all times with the service specification and the quality standards and expectations of Creative Support, commissioners, Care Quality Commission (CQC) and other stakeholders.

Staff Management:

- 2.1** To lead and manage the staff team so as to ensure that the highest levels of performance and standards of work are achieved.
- 2.2** To plan ahead to meet the needs of tenants as identified by their individual 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 all duties are carried out as prescribed and that quality standards are met at all times
 - Ensuring that all planned activities take place and that all individual programmes of rehabilitation are followed.
- 2.3** To have a clear vision for the provision of Specialist Framework Services consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.
- 2.4** To co-ordinate and deploy staff resources as efficiently as possibly in relation to the needs of tenants and the requirements of the service.
- 2.5** To generate and maintain a person centred ethos at all times and to ensure excellent working relationships with other professionals, families and advocates.
- 2.6** To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
- 2.7** To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities. To coach, train and supervise nursing, social work and other students on placements and to contribute to agency training initiatives.
- 2.8** In liaison with the Operations Manager organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.
- 2.9** To promote and nurture good practice and to brief staff regarding wider policy and practice issues.
- 2.10** To participate in the recruitment and selection of staff, under the direction of the Operations Manager.

Project Management and Administration:

- 3.1** To be accountable for the overall quality of the service and to ensure that it conforms with the required quality standards and expectations of Creative Support, commissioners, Care Quality Commission and other stakeholders.
- 3.2** To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained.
- 3.3** To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, tenants and visitors. To promote a high standard of health and safety awareness. To assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.
- 3.4** To encourage tenant feedback and suggestions from tenants, carers and stakeholders for improving services. To promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.
- 3.5** To maintain effective administrative procedures and financial control systems in liaison with the Operations Manager and the Finance Department. To ensure that all matters pertaining to tenant finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures*' and to monitor carefully all financial arrangements and transactions.
- 3.6** To help develop and participate in monitoring and evaluation procedures. To assist in the formal review of all schemes at regular intervals. To collect and collate relevant statistical information including tenant contract hours. To develop and participate in the evaluation of outcomes for tenants. To ensure that any quality assurance measures are implemented.
- 3.7** To assist the Registered Manager in the management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Director. To ensure that voids in supported housing are kept to the lowest possible level and that income generation is maximised. To ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards.
- 3.8** To ensure that the fabric of properties managed by Creative Supported are maintained to a high standard. To ensure that necessary repairs are carried out promptly and that all housing services are efficiently and effectively carried out in partnership with the housing provider
- 3.9** To reinforce the terms and conditions of the tenancy agreement, taking into consideration tenant's needs and working within a multi-disciplinary framework. To initiate legal action as and when required, having taken appropriate advice and consulted with the multi disciplinary team and the housing provider.
- 3.10** To establish and maintain good working relationships with all professionals and services in the area. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.

- 3.11** To facilitate the involvement of tenants, carers and representatives in the development and management of services. To promote Creative Support, its services and activities to tenants, carers, other agencies and the general public.
- 3.12** To notify local agencies of any voids within the project, and to seek appropriate referrals so as to make the best use of the service. To carry out full assessments of clients referred and to convene / attend the Allocations Panel to discuss the referrals.

Other:

- 4.1** To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 4.2** To accept support, supervision and guidance from senior colleagues.
- 4.3** To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 4.4** To comply with and to implement the Equal Opportunities Policy.
- 4.5** To maintain confidentiality at all times, in accordance with the agreed policy.
- 4.6** To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 4.7** To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 4.8** Any other reasonable duties as required.

PERSON SPECIFICATION – SUPPORT COORDINATOR

**Carlisle Service for the provision of support for people with Learning Disabilities,
Severe Complex Needs, Autism, Forensic and Mental Health**

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to articulate and communicate a progressive vision for mental health services including the principles of recovery	Application & Interview	Essential
2	Familiarity with current government policy and accepted good practice in the provision of Mental Health services	Application & Interview	Essential
3	Ability to engage with tenants in the service, and to develop and sustain warm and trusting relationships	Interview	Essential
4	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
5	Good written communication skills and ability to write reports and support plans	Application & Interview	Essential
6	A high level of customer focus and the ability to lead and manage a team to provide excellent customer service	Interview	Essential
7	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of people who use the service	Interview	Essential
9	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
10	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may be challenging	Interview	Essential
12	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
14	Ability to support and supervise junior staff and provide on the job coaching and support.	Application & Interview	Essential
15	Ability to use a range of helpful communicative techniques	Application & Interview	Essential
16	Demonstrable skills in working effectively with people who have mental health needs, including people who have personal care needs and challenging behaviours	Interview	Essential
17	Ability to carry out a comprehensive assessment of individual care and support needs, including risk assessment. Ability to devise effective individual care plans, risk management plans and management guidelines and protocols for managing challenging behaviour	Interview	Essential

	QUALITIES REQUIRED CONTINUED	How Assessed	Essential/ Desirable
18	The ability to serve as a professional role model to colleagues	Interview	Essential
19	Experience of staff supervision and management. The ability to lead the team, provide direction, guidance and support to achieve the best outcomes for individuals	Application & Interview	Essential
20	Significant experience of supporting people with mental health and learning disabilities.	Application Form	Essential
21	Experience of consulting with tenants and responding to their views in service development and delivery	Interview	Essential
22	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
23	A relevant professional Social Care qualification (NVQ Level 3 or Diploma in Health and Social Care Level 3 is essential).	Application & Interview	Essential
24	Graduate qualification or similar level qualification	Application Form	Desirable
25	Willingness to work flexible hours according to needs of the service. This will include evenings, weekends and bank holidays	Interview	Essential
26	Willingness to attend training courses and events	Interview	Essential
27	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS – SUPPORT COORDINATOR

Carlisle Service for the provision of support for people with Learning Disabilities, Severe Complex Needs, Autism, Forensic and Mental Health

Salary:	Up to £13.60 per hour depending on experience	
	Point One:	£13.60 per hour
	Point Two:	£13.80 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>		

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.

Hours of Work:

Full time hours are 37.5 per week, worked flexibly across 7 days to meet the needs of the service.

Holidays:

25 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.

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working fewer than 37.5 hours per week. 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.

Birthday Holiday Bonus:

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. 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.

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:

Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, 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 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 and optical care, as well as physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

WeCare 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, 25 and 30 year anniversary of your continuous service date with the organisation.

Retirement Awards:

You will receive a £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:

We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 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 depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role, 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's 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.