

**Creative Support Ltd, Head Office**

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Support Worker

Reference: 86729

Whitley Bay, North Tyneside Mental Health

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 October 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

All candidates are subjected to enhanced DBS checks



JOB DESCRIPTION – SUPPORT WORKER

Whitley Bay, North Tyneside Mental Health

Hours: Full time hours to be worked flexibly on a rota including evenings, sleep-ins and weekends and bank holidays, to meet the needs of the service.

Responsible to: Service Manager/ Support Co-Ordinator

The Role:

- You will assist senior staff in the planning and delivery of the service.
- You will provide person-centred care and support to people with mental health needs and/or a learning disability and enable them to gain independence, and to live a fulfilling and meaningful life.
- You will work with service users in an outcome-focused way in line with their support plans and risk management plans.
- Collaborating with service users, families, and involved professionals to provide a consistent and co-ordinated service that maximises outcomes for our service users.

Main Duties:

1. To develop and sustain warm and trusting relationships with service users to encourage them to express their needs, views, and concerns.
2. Conduct holistic assessment of service user needs, preferences, goals, aspirations, and risks together with the service user, families, and involved professionals to devise outcome focused support plans and risk management plans accordingly. Ensure that these are reviewed regularly.
3. Advise and support service users in managing their tenancy and maintaining the safety, hygiene, and comfort of their home.
4. To promote service user's self-esteem and encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision-making processes.
5. Work within the guidelines of the statutory support plans to support service users to develop confidence, independence, and achieve a greater quality of life.
6. Where appropriate, encourage service users to involve their families and partner agencies in their support plans and to support them in achieving their goals.
7. Enhance the confidence and coping abilities of service users through encouragement and positive feedback. Empower service users by developing skills in planning and self-organisation, and encourage them to maintain appointments and commitments.

8. Collaborate with service users to develop Wellness Recovery Action Plans / Support Plans / Outcome Focused Support Plans. Develop crisis / relapse management plans with the service user and multi-disciplinary teams.
9. Support service users who have additional needs due to substance misuse through appropriate advice, support, and signposting. Collaborate with Drug & Alcohol agencies to ensure progress towards goals e.g harm reduction, abstinence.
10. Support service users subject to CTO's, sections of the Mental Health Act / Home Office Restrictions and Guardianship Orders to comply with all requirements. Collaborate with Care Team, to effectively manage risk / compliance.
11. Support service users to budget and manage their finances and ensure that service users receive their full benefit entitlement by liaising with advice agencies. Ensure service users under the Court of Protection are supported in line with their needs.
12. Enable service users to participate in their communities, to enjoy the rights and responsibilities of citizenship, and to access legal advice and independent advocacy.
13. Encourage service users to take as much responsibility as possible for the management of their physical and mental wellbeing and to access relevant services. .
14. Assist in monitoring service users' mental health and general wellbeing and inform the line manager and involved professionals of concerns or changes in needs and circumstances.
15. Support service users in complying with prescribed medication in line with their support plan. Liaise with the prescribing doctor and care team regarding compliance with prescribed medication. Ensure that service users attend medical appointments and medication reviews.
16. Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and the Local Authority's safeguarding policies and procedures and report safeguarding concerns immediately.
17. Support service users to reduce risks to themselves and others in line with risk management plans. Work within the positive risk management approach whilst upholding your Duty of Care. Work with involved professionals to take a consistent approach to risk.
18. Ensure that the service supports service users in developing socially valued lifestyles including culturally and age appropriate experiences, building on strengths, interests, and aspirations of service users. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
19. Promote anti discriminatory practice and ensure that the service is responsive to the specific needs of service users.
20. To contribute to project records and individual case files.
21. Monitor the content, implementation, and effectiveness of plans. Ensure that all service users have a key worker and co-worker and act as the nominated key worker as appropriate.

22. To carry out general administrative duties, housing management tasks and services as required.
23. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Other:

24. Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.
25. To provide regular verbal and written reports to colleagues.
26. To accept support, supervision and guidance from senior colleagues. To ensure completion of accurate timesheets weekly.
27. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
28. To comply with and to implement the Equal Opportunities Policy.
29. To maintain confidentiality at all times, in accordance with the agreed policy.
30. To undertake specific specialised training identified to enhance on team expertise, of working with people with mental health needs.
31. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
32. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
33. To take on the role of shift co-ordinator when required.
34. To be part of team that provide support across all of the North Tyneside Services.
35. 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.
36. 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.
37. To work flexibly and responsively to meet the changing needs of the service.
38. Any other duties as required.

PERSON SPECIFICATION –SUPPORT WORKER
Whitley Bay, North Tyneside Mental Health

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to working with service users	Interview	Essential
2	Good verbal and written communication skills, the ability to listen sensitively to others and to contribute to a record keeping system	Application & Interview	Essential
3	Ability to demonstrate basic insight and understanding into the needs of people with mental health needs	Interview	Essential
4	Ability to work constructively and co-operatively as part of a team	Interview	Essential
5	Ability to work safely and responsibly without direct supervision in service user's own home	Interview	Essential
6	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
7	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
8	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
9	Ability to provide emotional and practical support to service users	Application & Interview	Essential
10	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way	Application & Interview	Essential
11	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
12	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
13	Ability to support service users with their physical health needs, for which a degree of physical fitness will be required	Application, Pre-Emps & Exercise	Essential
14	Experience of providing care, support or other services to people with support needs	Application & Interview	Desirable
15	Experience of supporting people with mental health needs	Application Form	Desirable
16	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
17	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
18	Willingness to work flexible hours according to needs of agency and service users and to attend training courses/events	Interview	Essential
19	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

20	To have a clean, valid driving licence and access to a car	Application Form	Desirable
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TERMS AND CONDITIONS –SUPPORT WORKER

Whitley Bay, North Tyneside Mental Health

Salary:	Up to £12.40 per hour	
	Point One:	£12.30 per hour
	Point Two:	£12.40 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 to be worked flexibly on a rota which will include evenings, nights, sleep-ins, weekends and bank holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days pro rata.

Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

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:

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 £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.
- 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 month 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

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.

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 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.

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 had 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 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:

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.

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.

Development Pathway

At Creative Support, we are committed to ensuring that all new staff feel welcomed, prepared and empowered as they begin their journey with us. We have a Development Pathway which has been designed to provide you with a structured and supportive induction programme. This combines practical orientation, core induction training, and a pathway towards future professional development opportunities.

Our development pathway will enable you to progress from entry-level roles to positions of senior leadership through tailored, structured, and values-led learning opportunities. By aligning with national strategies and our WE CARE framework, and embedding the principles of co-production, empowerment, and compassionate leadership, we aim to foster a workforce that is not only highly skilled, but motivated to make a meaningful difference to the lives of the people we support. Together, we are building a future where both staff and the people we support are enabled to live their best lives.

The pathway will empower you to develop yourself and your career by setting out how you can gain skills, access learning and development opportunities and progress in your career in a way that meets Creative Supports' strategic plan