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Mental Health and Wellbeing Co-ordinator
Manchester Mental Health Supported Accommodation Service

Reference: 81960

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: 31 October 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

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

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Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – MENTAL HEALTH AND WELLBEING CO-ORDINATOR

Mental Health Supported Accommodation Service Manchester

Hours: 37.5 hours per week (Flexible: to included, evenings, weekends and public holidays according to the needs of the service).

Responsible to: Locality Manager

The Role:

To work within a team at our mental health supported housing service in Whalley Range. The role involves being keyworker to service users with a range of mental health needs and substance misuse issues. To facilitate an active and personalised programme of rehabilitation and recovery for individual service users to enable people to learn to manage their mental health symptoms, gain insight, adhere to medication and gain skills and confidence. You will work with individual service users to develop goal orientated support plans and risk management plans which are coproduced and centred on people's strengths and personal assets. You will also work closely with team members and in reach services to ensure a wrap around service for service users particularly at times of crisis or relapse to prevent admission to hospital. The role will involve some supervision and management of more junior staff and contributing to the day to day management and running of the service.

Main Duties:

1. To facilitate meaningful and individualised opportunities for people with a range of needs (across education, training, employment, leisure, social, cultural, health etc) and to develop effective pathways with the full range of relevant service providers/agencies.
2. To work collaboratively with service users and other professionals to develop support plans and risk management plans based on individual strengths and personal assets.
3. To keywork individual service users and through this relationship provide practical support, guidance, coaching and advice to enable people to manage their mental health, symptoms and adhere to prescribed medication.
4. To closely monitor individual's mental health, overall well being, symptoms and medication compliance and report any concerns.
5. Develop action plans to manage relapse, medication non compliance, substance misuse, suicidal threat or ideation and work closely with statutory services to manage risk.
6. To enable people to develop and sustain sources of community support through support to engage in activities and opportunities within the local community.
7. To promote the service user's self esteem and enable them to express their preferences and to make choices and decisions.
8. Work with people to reduce substance misuse through interventions, emotional support and developing routines and structure.
9. To support service users to manage distressing symptoms through self management techniques and peer to peer support.

10. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns
11. To positively engage service users in goal setting based on their assessed needs and aspirations. To empower and support service users to make positive changes in their lives and to work towards personal goals, using outcome focused support plans.
12. To support service users to self-manage their own well-being and mental health and to develop Action Plans) which promote their wellness and independence based on their strengths and coping skills.
13. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans and Action Plans
14. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.
15. To provide support/intervention to people to achieve personal goals and opportunities relating to self help, lifestyle/life skills and work related training, courses and education, volunteering, employment, therapeutic interventions, physical health and well-being services, hobbies and leisure, sport/exercise.
16. To understand and work in accordance with the aims and objectives of the service specification and local commissioning priorities.
17. To promote equality of opportunity for all service users and to ensure they receive an appropriate service which reflects their age, gender and cultural preferences. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
18. To encourage service user's to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.
19. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
20. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
21. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback.
22. To maintain a warm and responsive approach to service users, other agencies, key stakeholders etc and to seek their feedback and encourage them to report any concerns.
23. To follow Health and Safety guidelines carefully and to alert the Project/Service Manager immediately of any concerns in relation to Health and Safety issues. To take care to manage

your own safety and safety of colleagues particularly when lone working. To follow all guidelines for lone working and personal safety.

24. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users/groups, their general progress, any concerns and any communication or liaison with other agencies.
25. To ensure all referrals/enquiries are responded to within the appropriate timescales
26. To support the Project Manager in the day to day running of the service including staff management, supervision, identifying training needs and housing management.

Other:

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to your Line Manager.
3. To accept regular support and supervision from your Line Manager.
4. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
5. To comply with Creative Support's Opportunities Policy.
6. To maintain confidentiality at all times, in accordance with the agreed policy.
7. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
8. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
9. Any other duties as required.

PERSON SPECIFICATION –MENTAL HEALTH AND WELLBEING CO-ORDIANTOR
Mental Health Supported Housing Service Manchester

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Excellent assessment, planning and evaluation skills	Application & Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Strong partnership working skills and a good knowledge of local community provision	Interview	Essential
4	Good written communication skills and ability to contribute to a record keeping system	Application Form	Essential
5	Good interpersonal skills	Interview	Essential
6	Ability to work as part of a team	Interview	Essential
7	A good understanding of mental health needs, offending, substance misuse and risk issues	Application & Interview	Desirable
8	Ability to engage service users in planning their own support and managing well-being	Interview	Essential
9	A common sense approach to problem solving and ability to deal with conflict and distress	Application & Interview	Essential
10	Ability to liaise in a professional manner with other agencies	Interview	Essential
11	An understanding of the aims and principles of Creative Support	Interview	Essential
12	Understanding of Equal Opportunities Policies adopted by Creative Support	Interview	Essential
13	Ability to empower service users to run their own services and shape service delivery to meet their needs	Interview	Essential
14	Ability to motivate people to engage in and sustain meaningful activities	Interview	Essential
15	Ability to link people in with positive pathways relating to education training and employment	Interview	Essential
16	Ability to co-ordinate a range of activities across community based sites based on a demand driven approach	Interview	Essential
17	The ability to promote personal growth and learning for all service users and volunteers	Interview	Essential
18	Experience of providing care or support services to adults with mental health needs	Application & Interview	Desirable
19	Experience of working with people with mental health needs	Application Form	Desirable
20	Experience of working with and relating to people from a wide variety of backgrounds	Application & Interview	Essential
21	Experience of working as a member of a team	Application & Interview	Desirable
22	A good standard of general education	Application Form	Essential
23	Graduate in a relevant subject	Application Form	Desirable
	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
24	Possession of a relevant social care qualification e.g. NVQ 2 / 3	Application	Desirable

		Form	
25	A warm, respectful and positive approach working with service users	Interview	Essential
26	Willingness to work flexible hours according to need	Interview	Essential
27	Willingness to attend training courses and events	Interview	Essential
28	Willing to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS –MENTAL HEALTH AND WELLBEING CO-ORDINATOR
Mental Health Supported Housing Service Manchester

Salary:	Up to £14.05 per hour	
	Point One:	£13.95 per hour
	Point Two:	£14.05 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:

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.

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

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.

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 you 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 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.

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.

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.

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.