

**Creative Support Ltd, Head Office**

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Senior Duty Advisor

Reference: 92096

Out of Hours Service, Head Office, Stockport

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 December 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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We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – SENIOR DUTY ADVISOR
Out of Hours Service, Head Office, Stockport



Accountable to: Team Leader & Quality Manager

Hours: 24 hours per week on a waking night basis between 7.45pm and 8.15am.

Due to the nature of the role, this post is not suitable for individuals with commitments during the day that may affect their ability to perform a waking night shift.

Additional hours are commonly available depending upon the requirements of the Out of Hours department.

Out of Hours Service (OOH) – Purpose

To provide an out of hours service to staff, service users and third parties, working from our Head Office. The OOH will be able to offer expert internal advice through a call service from 8pm until 8am seven nights a week. The OOH will run each evening with a qualified and trained on call advisor. The core purpose will be to respond to serious issues and incidents arising from Creative Support's services nationally.

Key issues arising that require advice will include:

- Safeguarding issues
- Medication
- Physical Intervention/CITRUS
- Staffing and rota issues
- Health and Safety and maintenance
- Management issues
- Complaints
- Third party enquiries

The Out of Hours Team will work as part of a broader on call system and within robust out of hours procedures. These include a 24/7 senior on call system, which is able to support the out of hours team, and in most areas a local on call service.

Overview of role and responsibilities:

To take responsibility for the overall running of the Out of Hours alongside two other senior out of Hours advisors. You will receive and log calls and give appropriate advice and support to callers, providing an excellent standard of customer care at all times.

To liaise with local on-call services and to consult the senior on call in the event of very serious issues emergencies, incidents, safeguarding matters or other concerns. To exercise a high level of accountability and fulfil your duty of care. To carry out any other reasonable duties during working hours.

Main Responsibilities/Duties

1. To act as a senior point of contact for incoming queries and matters from all services with the support from the Out of Hours advisor as required. To liaise in a confident and helpful manner with service users, families and external agencies and to be an ambassador for the agency at all times. To make decisions based on Company policy and on information provided.

Service User Welfare and Safeguarding

2. To support service users and/or their families in dealing with their concerns, respect their right to privacy and ensure that their dignity is maintained at all times. To explain the limits to confidentiality in the event of a “need to know” situation, such as a service user expressing an intention to harm themselves or others. To identify any concerns relating to service users’ emotional and/or physical well-being and to inform relevant staff and agencies of any significant issues.
3. To ensure that the appropriate advice is given in the event of accidents, incidents or serious concerns regarding the health, safety or well-being of service users, staff or third parties. This may involve seeking advice from statutory out of hours services such as NHS 111, out of hours GP services, mental health crisis services, duty social workers or by calling out emergency services (police, fire, ambulance) as appropriate.
4. To ensure that all actual and potential adult safeguarding and child protection issues are responded to appropriately within Creative Support’s policies and the relevant local authorities’ alerting procedures. To ensure that staff follow safeguarding procedures and take whatever action is necessary to protect and support the victims of abuse. To ensure that concerns are promptly reported to the police where there is a possibility that a crime has been committed.
5. To record all incidents and safeguarding matters fully after dealing with immediate concerns, prioritising your responses accordingly. To liaise with projects to ensure that they report and record all issues appropriately. To liaise with senior managers, local on call managers, the health and safety manager, safeguarding lead manager and officer, and to ensure that relevant matters are reported to the relevant local authority duty team, CQC and other statutory or regulatory bodies.

Staffing

6. To be responsible for co-ordinating shift cover out of hours, liaising with projects and local on-call managers regarding their specific requirements; with bank workers and the bank staff supervisor to ensure shifts are covered in a safe, timely and professional way. To use reasonable discretion to offer enhanced overtime rates, organise security guards or authorise use of company taxis or travel expenses in exceptional circumstances.
7. In the event that urgent staffing needs cannot be covered with bank or contracted staff, by re-locating staff or re-organising shifts/duties, to cover shifts by booking agency staff from the approved agency list. To ensure that all agency bookings are supported by a unique purchase order number.

8. To ensure the accurate maintenance of the bank staff database, including shift requests, staff contact details and staff availability.
9. To ensure that any issues and concerns regarding the reliability, professionalism, work ethic or performance of bank staff or agency workers are directed to the bank staff supervisor in a timely and confidential manner. To ensure that a full record is made of any such concerns.

Health and Safety – Maintenance

10. To ensure that the appropriate advice is given in the event of accidents and health and safety concerns.
11. To provide extra staff support and other resources to services when needed, in the event of serious accidents, incidents, safeguarding issues, or other emergencies (including property related and environmental emergencies such as fire, flood, loss of power or severe weather).
12. To authorise gaining entry to a person's property using spare keys or by other means in an emergency on a strict duty of care basis. Where necessary, seek guidance on the appropriateness of this from the local and/or senior on call manager. If the service user is found to be absent from the property, to ensure that they are informed promptly of the action that was taken, the reason for the action and their right to complain if they are unhappy about it. To ensure that the service user's property is respected and that their home is left in a safe and secure condition.
13. When it is necessary for a senior person to attend to an urgent situation in person, to arrange this in liaison with local on-call services or the senior on call. In exceptional circumstances to go out to a project but only when authorised by the senior on call manager.
14. To log all requests for repairs to properties. If repairs are of an urgent nature, to call out Creative Support maintenance staff or contractors (where Creative Support is responsible for the property) or to report the repair to the relevant housing provider (where the housing provider is responsible).
15. To respond to urgent security issues appropriately, for example by organising lock changes, boarding up windows, authorising security guard cover or other necessary action. To organise distribution of emergency heaters, bedding, torches or other supplies.
16. To advise staff on working within agreed risk management guidelines and to offer common sense advice on managing risk issues. To report and record all concerns regarding risks and the advice given to senior staff. To follow health and safety guidelines and good practice when responding to queries and incidents and to alert the health and safety manager and senior staff of any concerns in relation to Health and Safety issues.

Extra Support

17. To seek to arrange an interpreter or advocate, or for communication aids, where this may be required in order to ensure that a person's needs are met and that their wishes/preferences are identified and respected.

Follow up and debrief

18. To provide appropriate advice, basic de-briefing and welfare support to staff who have been involved in challenging or distressing incidents. This may involve allowing the person to finish work before their shift has ended, covering the shift with alternative staff where possible and organising transport and/or an escort for employees. To ensure that staff members who may be in shock, have been injured or have experienced trauma are relieved of their duties as soon as possible. To advise that incident forms are completed. To liaise with the HR manager and senior managers to ensure the provision of follow up welfare support to the staff member. To make the staff member aware of confidential counselling services and of the need to seek medical attention if required.

Medication

19. To give general advice, within the limits of own competence in areas such as medication, basic first aid and the management of healthcare conditions. To ensure that an ambulance is always called out in the event of a medical emergency or serious health concern, or that, where appropriate, a person is advised to attend or is accompanied to A&E or a walk in centre. To advise calling an out of hours GP as an alternative to an ambulance only where this is appropriate and the person's condition is such that a delay of several hours would be acceptable and would not expose the person to risk. To advise calling NHS 111 or a local pharmacist only when the matter is of a minor or routine nature.

Senior matters

20. To record and communicate to the relevant senior manager any concerns regarding the professional practice of staff, managers or third party agencies, in accordance with duty of care principles and Creative Support's Whistleblowing policy.

Good professional practice standards

21. To maintain a high standard of customer care and to encourage feedback from service users, staff and other agencies. To report and document all complaints, suggestions and feedback promptly. To assure callers that their complaints will be acknowledged and followed up in writing.
22. To provide a prompt, courteous and professional response to all general phone enquiries and non-urgent requests for assistance, and to ensure that messages are left for the appropriate department or individual.
23. To carry out any other reasonable administrative task or other duty within working hours, as required and as the time allows.
24. To complete the duty manager log on a continual basis throughout the shift and ensure that the Duty Manager log is fully updated before leaving. To maintain any other written and computerised records as required. To contribute to a summary report of the OHS activity on a periodic basis and by request.

25. To work within Creative Support's Confidentiality Policy and Data Protection Policy at all times. Where disclosures are requested by third parties (e.g the police) on public interest grounds, to seek advice on the request from the senior on call manager, having first taken steps to ascertain the identity of the caller, and to establish whether consent for the disclosure has been sought from the person concerned. In general, the requirement to protect children and vulnerable adults is of paramount importance and may justify the disclosure of confidential information without the subject's prior agreement. However, advice should be sought unless the person is in immediate danger and a delay in disclosing information could result in serious harm.
26. To comply with the company's Equal Opportunities policy and the Disability Discrimination Act, providing a service that respects service users and responds appropriately to their needs.

Other

27. To take part in supervision from your line manager and to be willing to attend team meetings.
28. To be aware of personal strengths and development needs, and to take steps to enhance own performance and professional development, including undertaking supervision and any training that may be required. To keep up-to-date with and to ensure professional competence in areas such as the Mental Health Act, Child Protection and Adult Safeguarding, Mental Capacity Act and DOLs, confidentiality and other areas of national policy and good practice.
29. To undertake any other duties appropriate to the level of the post as may be required from time to time.
30. To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
31. To carry out all work in a manner consistent with the values and service principles adopted by Creative Support.

PERSON SPECIFICATION – SENIOR DUTY ADVISOR**Out of Hours Service, Head Office, Stockport**

	QUALITIES REQUIRED	How Assessed	Essential / Desirable?
1	Ability to demonstrate a knowledge base in a relevant area (eg. mental health/learning disabilities/care of older people)	Application Form and Interview	Essential
2	Good verbal communication skills	Interview	Essential
3	Ability to organise and prioritise a busy workload	Application Form and Interview	Essential
4	Ability to use your initiative, problem solve, make decisions within policy and be adaptable	Interview	Essential
5	Proven experience of paper and computerised systems and record keeping	Application, Interview & References	Essential
6	Ability to manage customer complaints/queries efficiently and effectively	Application Form and Exercise	Essential
7	Ability to demonstrate initiative, motivation and resourcefulness	Interview	Essential
8	Able to communicate effectively and professionally in person, writing and by telephone	Application Form and Interview	Essential
9	A good knowledge of Microsoft Office, particularly Microsoft Word and Excel	Application Form and Interview	Essential
10	A high standard and understanding of written and spoken English	Application Form and Interview	Essential
11	Experience of working within health and safety guidelines	Application Form and Interview	Desirable
12	Experience of working within an office-based environment	Application Form and Interview	Essential

	TRAINING	How Assessed	Essential / Desirable?
13	Graduate with Professional Care Qualification or other comparable level of qualification (eg. RMN, DipSW, NVQ4/5)	Application Form	Desirable

	OTHER	How Assessed	Essential / Desirable?
14	A hard-working and resourceful approach to work	Interview	Essential
15	Ability to work under pressure and to tight deadlines	Interview	Essential
16	A discreet and confidential approach to sensitive personal details	Application Form and Interview	Essential
17	Ability to consult with colleagues and to work as part of a team	Interview	Essential
18	Ability to work flexibly according to the needs of the organisation	Interview	Essential
19	Willingness to attend training and meetings as required	Interview	Essential
20	Willingness to receive feedback from senior colleagues	Interview	Essential
21	A commitment to equal opportunities principles and practice	Interview	Essential

TERMS AND CONDITIONS –SENIOR DUTY ADVISOR

Out of Hours Service, Head Office, Stockport



Salary:

Up to **£15.91** per hour based on experience inclusive of night supplement.

Point One - Starting salary of £13.98 per hour plus £1.50 per hour night supplement totalling to £15.48 per hour (Relevant experience – no qualifications)

Point Two - Up to £14.41 per hour plus £1.50 per hour night supplement totalling to £15.91 per hour (Relevant experience – plus professional qualifications)

Hours of Work:

2 x 12.5 hour shifts a week, worked flexibly over a 7 day period, shifts will operate 7.45pm till 8.15am. ***Due to the nature of the role, this post is not suitable for individuals with commitments during the day which may affect their ability to perform a waking night shift.***

Additional hours are commonly available depending upon the requirements of the Out of Hours department.

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.

Holidays:

25 days plus 8 statutory days for each year of service 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

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,

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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 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 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.

Hospital Saturday Fund:

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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 on a regular basis to any of the registered charities either large or small.

We Care 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:

£100.00 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 had 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 an employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis 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.