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Community Care Support Worker
Salford Community Mental Health Services

Reference: 83921

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: 06 February 2026

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

A handwritten signature in black ink, appearing to read 'A. Webb', written over a light blue horizontal line.

Recruitment Department

All candidates are subjected to enhanced DBS Checks



JOB DESCRIPTION – COMMUNITY CARE & SUPPORT WORKER

Salford Community Mental Health Services

Hours: Part-time: 22.5 hours per week. 9:00am – 5:00pm post depending on the needs of the service.

Responsible to: Team Leader / Project Manager

The Role:

You will provide individual person-centred care and support to enable adults with mental health needs to live as independently as possible in their own home. You will engage with service users and build trusting, therapeutic relationships. Your role will include visiting service users in their own homes or in other settings and offering support to develop or maintain their daily living skills.

Practical and emotional support will be offered to encourage the service users to remain as independent as possible in areas of personal care, medication concordance, budgeting, bill paying, menu planning and meal preparation, shopping, laundry, attending appointments and finding and accessing activities and services within the local community. You will work closely with family members, other professionals and agencies to provide a co-ordinated personalised service which meets the identified needs of individuals, promotes their recovery and maintains their quality of life.

Main Duties

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
3. To achieve positive outcomes through developing and implementing person centred care plans which outline goals and aspirations for the future.
4. To be flexible and responsive to the needs of service users and their families as directed by their person centred plans/recovery plans.
5. To support service users to develop and regain life skills and confidence, to make choices and to retain control over their lives.
6. To provide personal care in a sensitive and dignified way in accordance with the service user's wishes.
7. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions.
8. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
9. To support service users in maintaining their emotional wellbeing and managing their mental health, to manage symptoms and promote recovery. To contribute to the development of recovery plans and WRAPs.
10. To enable service users with memory loss to remain stimulated and orientated in time and place. To encourage positive, structured routines which promote independence and maintain personal identity.
11. To assist and support service users with general activities of daily living including:

- Shopping
 - Meal Preparation
 - Medication Support
 - General Household tasks
 - Budgeting and bill payments
 - Laundry and ironing
- 12.** To support service users in budgeting, avoiding debt and managing their finances and to ensure that they are able to maximise their income and enjoy a good quality of life by liaising with Welfare Rights agencies.
 - 13.** To support service users to manage their accommodation and to maintain the safety, hygiene and comfort of their home.
 - 14.** To encourage service users to utilise any aids, adaptations or assistive technologies which promote their safety and independence.
 - 15.** To support service users in building and sustaining their social networks and enjoying relationships with families, friends and neighbours. To encourage the use of informal and peer support.
 - 16.** To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
 - 17.** To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities.
 - 18.** To enable service users to participate in their local communities, to engage with sources of informal and peer support and to enjoy the rights and responsibilities of citizenship.
 - 19.** To promote a healthy, active lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation, weight loss and the management of long term health conditions.
 - 20.** To inform the Manager/Support Co-ordinator, Care Manager and relevant agencies of any concerns or significant changes in the needs and circumstances of service users. To report any concerns regarding children vulnerable adults or children with immediate effect to the Manager/Support Co-ordinator or the Duty/On Call Manager.
 - 21.** To support service users in complying with prescribed medication and self medication programmes. To liaise with the service user's Consultant, GP in respect of compliance with prescribed medication. To report all side effects related to medication.
 - 22.** 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.
 - 23.** 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.
 - 24.** To take appropriate action in the event of emergencies or crisis situations, ensuring that the Team Manager or the Duty/On Call Manager is informed promptly.

25. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.
26. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
27. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
28. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.
29. To carry a caseload and to diligently fulfil the role of Key Worker as required, under the direction of a senior member of staff.

Other

30. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
31. To provide regular verbal and written reports to your Line Manager and to accept regular support and supervision from your Line Manager.
32. To carry out all work in a manner consistent with the person centred values and aims of Creative Support.
33. To comply with Creative Support's Equal Opportunities Policy.
34. To maintain confidentiality at all times, in accordance with the agreed policy.
35. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
36. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
37. To undertake on the role of Shift Co-ordinator when required.
38. 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.
39. 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.
40. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.
41. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	A warm approach and ability to positively engage service users	Interview	Essential
2	Good verbal communication skills and interpersonal skills	Interview	Essential
3	Good written communication skills, with an ability to contribute to a record keeping system	Application	Essential
4	Ability to work positively as part of a team	Interview	Essential
5	A basic understanding of the needs of older people and people with mental health needs and memory loss	Application & Interview	Essential
6	Ability to provide personal care, emotional/practical support to service users which promotes dignity, independence and recovery	Interview	Essential
7	Willingness and ability to administer medication to service users	Interview	Essential
8	A common sense approach to problem solving and an ability to respond effectively in crisis or emergency situations	Interview	Essential
9	Ability to liaise in a professional manner with families/other agencies	Interview	Essential
10	An understanding of the person centred aims and principles of Creative Support	Interview	Essential
11	Commitment to equal opportunities and anti-discriminatory practice	Application & Interview	Essential
12	Experience of providing care or support services to older people and/or people with care/support needs	Application & Interview	Desirable
13	Good work ethic, timekeeping, attendance and reliability	Application & Interview	Essential
14	Willingness to work flexible hours including evenings, weekends and bank holidays	Interview	Essential
15	Willingness to respond positively to instructions and guidance from senior colleagues	Interview	Essential
16	Ability to support service users with their personal care needs.	Interview	Essential
17	Car owner/driver, willing to use car for work related travel and to obtain business insurance	Interview	Essential
18	Possession of NVQ 2 or higher social care qualification	Application	Desirable

TERMS AND CONDITIONS – COMMUNITY CARE & SUPPORT WORKER

Salford Community Mental Health Services

Salary:	£12.85 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.</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).

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:

Contracted 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 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 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:

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£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. Travel expenses will need to be claimed back at the end of the month.

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 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.

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.