

**Creative Support Ltd, Head Office**

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Mental Health Support Worker

Reference: 85374

South Manchester Recovery Services

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: 12 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

Recruitment Department

All candidates are subjected to enhanced DBS checks.

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



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JOB DESCRIPTION – MENTAL HEALTH SUPPORT WORKER

South Manchester Services, Wythenshawe

Hours: 37.5 or part- time hours available . Hours largely 9-5pm some shifts could 10-7pm across 7 day week rota planned well in advance

Responsible to: Service Manager

The Role:

We require a dynamic, caring, forward thinking person to provide individualised person centred support to people with mental health needs living in supported housing. You will work alongside people in a recovery focused model to enable them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities. The successful applicant will be able to think on their feet and respond to a fast paced environment with a positive and proactive attitude. The role will involve promoting the rights of service users with mental health needs to move on positively to greater independence.

Main Responsibilities/Duties

1. To develop and sustain warm and trusting relationships with service users.
2. To promote the self esteem, happiness and emotional health of service users.
3. To respect the client's right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users in expressing their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision making processes.
5. To respect and promote the rights and entitlements of people with mental health needs, learning disabilities, physical disabilities and acquired brain injury, and to enable them to participate as fully as possible in their communities.
6. To be responsive to the individual needs of service users within the framework of their Person Centred Plans Support Plans and to respond flexibly to changing needs.
7. To record any support needs or support records on our ECCO (Electronic Client centred outcomes) system.
8. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
 - Social skills/relationships
 - Daily living skills
 - Using community resources and facilities
 - Social, leisure and work activities
 - Self-organisation and coping abilities
 - Mental and physical wellbeing
 - Personal care & hygiene
 - Personal safety

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To achieve this through the provision of practical assistance, support, advice, role modelling, encouragement and positive feedback.

9. To proactively offer both one to one support time but also some communal time in our newly refurbished space. Including social activities, social events based on the season , gardening , film showing events etc..
10. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified by the Person Centred Plan and risk assessment.
11. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
12. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.
13. To enable people we support to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
14. To promote trauma informed good practice, full training provided
15. To assist service users in the administration and monitoring of prescribed medication in accordance with the Corporate and Local Medication Policies.
16. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
17. When required prompt and support personal care.
18. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager is informed promptly. To use internal on call services and duty manager system 24/7 365 days proactively.
19. To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
20. To contribute to project records and individual case files to ensure they are up to date and person centred.
21. To carry out and record all financial transactions (petty cash, managing ineligible rent etc..) involving service users within agency guidelines.
22. To carry out general administrative duties, housing management tasks and services as required.

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23. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings

Other

24. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
25. To be available to work flexibly in order to meet the needs of the agency and the service user. This may include day, evening, weekend and sleep in shifts which may also be split shifts.
26. To provide regular verbal and written reports to colleagues.
27. To accept support, supervision and guidance from senior colleagues.
28. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
29. To comply with and to implement the Equal Opportunities Policy.
30. To maintain confidentiality at all times, in accordance with the agreed policy.
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. 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
35. Any other duties as required.

PERSON SPECIFICATION – MENTAL HEALTH SUPPORT WORKER
South Manchester Accommodation Service, Wythenshawe



	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1.	Relevant voluntary/paid work or lived experience of providing care or support	Application	Desirable
2.	A warm and person-centred approach	Interview	Essential
3.	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
4.	Good verbal communication and listening skills	Application & Interview	Essential
5.	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
6.	Possession of a relevant vocational qualification (such as NVQ, Health & Social Care Diploma or equivalent)	Application and post-interview checks	Desirable
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.	Well-motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
9.	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
10.	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
11.	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
12.	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
13.	Experience in working with those with issues regarding alcohol & substance misuse, and self-harm.	Interview	Essential
14.	Ability to provide active support and promote independence	Interview	Essential
15.	Ability to undertake practical household tasks/housework and the ability to support people with mobility needs (this may include pushing wheelchairs and using hoists for which reasonable physical fitness will be required)	Application & Interview	Essential
16.	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
17.	Punctual and reliable	Interview and post-interview checks	Essential
18.	Willingness to work flexibly to meet the needs of the service	Interview	Essential

TERMS AND CONDITIONS – MENTAL HEALTH SUPPORT WORKER

South Manchester Accommodation Service, Wythenshawe

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. Full time hours are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service. Part time hours to be agreed subject to a minimum of 22.5 hours per week.

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.

Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Level 2 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 Health and Social Care Diploma. If you hold NVQ 2 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.

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.

Holidays:

20 days plus 8 statutory days pro rata.

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.

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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 six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension and Life Assurance:

Creative Support operates an auto-enrolment pension scheme with the People's Pension. All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary. There are some exemptions to this cover so please ask for further details on commencing employment.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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