



Creative Support Ltd

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Female Senior Support Worker

Reference: 92276

South Manchester Mental Health Service

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: 04 March 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

‘Gender is considered to be an occupational requirement – Equality Act 2010’



Hours: 37.5 hours per week (to be worked flexibly on a rota to include evenings, weekends, sleep in duties, split shifts and public holidays according to the needs of the service).

Responsible to: Registered Manager and Service Manager

The Role:

To assist the Registered Manager in the co-ordination and operational management of a 24 mental health supported accommodation service for females. You will contribute to the delivery of a high quality service. You will take and provide delegated responsibility for key functions and tasks. You will be part of a team ensuring support is provided to service users with mental health needs, with a view to increasing independence or fostering this on days when a person is able to utilise their abilities. You will ensure there is a consistent and warm approach and ensure the service provides the best quality of life for each person. You will be part of a team striving to ensure trauma informed care and support is at the forefront of practice and service culture.

Main Duties

1. To be flexible and responsive to the needs of service users as directed by their person centred support plan.
2. To carry out needs assessment and reviews of these to inform support plans in full consultation with service users and other agencies.
3. To work with the management and housing team to ensure all void rooms and referrals are appropriately allocated and kept to a minimum length.
4. To build and maintain positive links with other agencies, to ensure smooth and effective inter-agency working with an emphasis on culturally appropriate resources within the area.
5. To offer day to day practical support, direct observation and supervision to support staff or relief staff as delegated.
6. To supervise staff in accordance with Creative Support’s supervision policy.
7. To liaise with other team members to ensure that continuity of support and excellent communications are to be maintained at all times.
8. To encourage, support and assist service users in the following areas to maximise and build on their existing skills.
 - Collaboration with their support and service running
 - Problem solving and life skills
 - Domestic skills
 - Budgeting, benefits, managing personal finances and the paying of bills
 - Nutrition and safety matters
 - Using community resources and facilities
 - Social, leisure and education activity
 - Health promotion and personal self-care

9. To assist the Registered Manager or Service Manager with the running of the team and service, ensuring that staff and service users are made welcome and kept fully informed of their rights and responsibilities.
10. To contribute to service users reviews through the provision of verbal and written reports and by attending care planning meetings.
11. To offer reassurance and support to service users at times of emotional distress.
12. To actively seek and respond to service user's feedback and implement changes as appropriate.
13. To develop warm and trusting relationships with service users and to encourage them to express their needs, views and concerns.
14. To work alongside the managers and (where appropriate) take delegated responsibility for:
 - Health and Safety aspects
 - Housing Management function
 - Referral and allocation procedures
 - Feedback and report writing
 - Monitoring and evaluation of the service
 - Assisting with rotas
 - Service user participation
 - Financial and administrative procedures
 - Quality Assurance and Contract Monitoring
 - Other team functions
14. To assist in monitoring service users mental and general wellbeing and to inform the managers and other relevant agencies of any concerns or significant changes in their needs and circumstances.
15. To respect the service user's right to privacy and to ensure that their dignity and confidentiality is maintained at all times.
16. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
17. To encourage service users to make choices and decisions.
18. To respond flexibly to changing needs under the direction of the Managers.
19. To take appropriate action in the event of unforeseen emergencies, ensuring that the Manager is promptly informed.
20. To follow health and safety guidelines and to alert the Managers immediately of any concerns in relation to health and safety issues.
21. To ensure that accurate records are kept.
22. To ensure that all financial transactions are promptly and accurately recorded.

Other

- 23. To provide regular verbal and written feedback to the line manager.
- 24. To accept regular support and supervision from the line manager.
- 25. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 26. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.
- 27. To maintain confidentiality at all times, in accordance with the agreed policy.
- 28. To identify training needs in discussion with the line manager and to attend all mandatory training courses and training events/courses as required.
- 29. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 30. To take part in staffing the local lone worker system and corporate On Call Service as required
- 32. Any other duties required.

South Manchester Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to devise appropriate support plans in liaison with service users and other agencies	Application, Interview & Exercise	Essential
2	Good verbal and written communication skills, ability to listen sensitively to others and contribute to a record keeping system to an acceptable standard	Application, Interview	Essential
3	Ability to work as part of a team, to facilitate groups and mediate between individuals	Interview	Essential
4	A good understanding of mental health needs/issues and dual diagnosis	Application, Interview	Essential
5	Ability to use initiative when approaching problem solving and an ability to deal with conflict, behaviours that challenge and distress	Application, Interview	Essential
6	Ability to provide non-judgmental, emotional and practical support to clients and to gain their trust	Application, Interview	Essential
7	Ability to liaise in a professional manner with other agencies and attend ward rounds and reviews	Interview	Essential
8	An understanding of the aims, principles and Equal Opportunities policy of Creative Support	Interview	Essential
9	Current knowledge of welfare benefits and ability to ensure tenants receive their maximum entitlement	Application, Interview	Essential
10	At least 12 months experience of working with people with mental health needs	Application	Desirable
11	Supervisory experience and/or ability to supervise junior staff	Application, Interview	Essential
12	A warm, respectful and positive approach to working with service users	Interview	Essential
13	A good level of physical fitness in order to be able to work proactively with the service users to meet their identified needs	Application, Interview	Essential
14	Willingness to participate in local and corporate On call systems	Application, Interview	Essential
15	Knowledge of the Care Quality Commission (CQC) Key Lines of Enquiry and contribute the service meeting these quality standards	Application, Interview	Desirable
16	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Interview	Essential
17	Ability to work without direct supervision with service users	Application, Interview	Essential
18	Willing to participate in regular supervision with line manager	Interview	Essential
19	Possession of a relevant social care or professional qualification	Application, Interview	Essential

TERMS AND CONDITIONS – FEMALE SENIOR SUPPORT WORKER



South Manchester Mental Health Services

Salary:	Up to £13.45 per hour
	Point One – £13.35 per hour
	Point Two – £13.45 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 of Work:

Full time (37.5 hours per week) including weekends, sleep-ins and public holidays. Hours to be worked flexibly according to the needs of the service.

Holidays:

20 days per annum plus eight 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.

Birthday Holiday Bonus:

You will be 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. This bonus will only come into effect in the leave year after two full years' service. 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.

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.

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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 on 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:

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£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 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 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.