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Support Coordinator

Reference: 71952

Maytree Court, Fazakerley

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 March 2026

Once you have submitted your application form, please 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 employees are subject to enhanced DBS checks.



JOB DESCRIPTION – SUPPORT COORDINATOR

Maytree Court, Fazakerley

Hours: Full time, 37.5 hours per week. To be worked flexibly according to the needs of the service, including evenings, nights, weekends, and public holidays.

Responsible to: Registered Manager/Area Manager

The Role:

To assist the Registered Manager in the coordination and operational management of the service, ensuring that a high-quality service is maintained at all times. To take delegated responsibility for key functions and tasks, as directed by Management. To ensure reliable and responsive person-centred care and support with daily living activities and general domestic assistance whilst at all times maintaining the dignity of clients and promoting their independence. To work with families and partner agencies to provide a co-ordinated service which meets the identified needs of the individuals.

Main Duties

1. To carry out risk assessments in relation to both the client and their home environment prior to a service commencing and to update these at twice yearly intervals or whenever there has been a significant change in circumstances and in the likely risks.
2. To devise and review key documents including support plans and risk assessments in full consultation with clients and other agencies in line with the individuals care plan.
3. To offer support and supervision to staff in accordance with Creative Supports supervisory policy.
4. To liaise with other team members, those in the community and in the office, to ensure that continuity of support and excellent communications are to be maintained at all times.
5. To ensure the service standards comply with CQC standards and to complete appropriate quality audits and provide regular feedback to the Registered Manager to evidence compliance.
6. To assist the Registered Manager with the smooth running of the service, ensuring that new staff and clients are made welcome and kept fully informed of their rights and responsibilities to ensure a high quality of service delivery from the outset.
7. To actively seek and respond to client's feedback and implement changes as appropriate by communicating these to the Registered Manager.
8. To develop warm and trusting relationships with clients and their families and to encourage them to express their needs, views and concerns.
9. To work alongside the Registered Manager and (where appropriate) take delegated responsibility for:

- Health and Safety aspects
- Referral and allocation procedures
- Feedback and report writing
- Monitoring quality
- Completion of rotas
- Client participation
- Financial and administrative procedures
- Medication procedures
- Lone working polices and procedures
- Complaints, compliments and suggestions procedures
- Identify training needs for staff
- Deliver direct care
- Other team functions

10. To assist in monitoring clients mental state and their general well being and to inform the Registered Manager and other relevant agencies of any concerns or significant changes in their needs and circumstances.
11. To respect the client's right to privacy and to ensure that their dignity is maintained at all times.
12. To enable clients to retain as much independence and control over their own lives as possible. To enhance the confidence and coping abilities of clients through encouragement and positive feedback.
13. To promote the client's self esteem and enable them to express their preferences and make choices and decisions.
14. To support clients in meeting their cultural and spiritual needs and in expressing their personal identity and chosen lifestyle.
15. To support and enable clients to participate in their local communities and to enjoy facilities and opportunities in their neighbourhood. To encourage social and leisure activities and the maintenance of social networks.
16. To monitor the client's mental and physical health and to support them to access health care and other services. To promote a healthy diet and active lifestyle.
17. To inform the Registered Manager immediately of any concerns or significant changes in the client's needs and circumstances. To immediately report any concerns regarding the safety or welfare of children or vulnerable adults with immediate effect to the Registered Manager.
18. To respond flexibly to changing needs under the direction of the Registered Manager

19. To support clients in taking prescribed medication. To record all medication taken on the Medication Recording Sheet. To encourage clients to manage their own medication as independently as possible where appropriate.
20. To work within agreed risk management guidelines and to assist clients in reducing risks to themselves or others. To promptly report all concerns regarding risks to the Registered Manager.
21. To maintain a high standard of customer care and to encourage feedback from clients, their families and other agencies. To promptly document all complaints, suggestions and feedback and report these to the Registered Manager.
22. To take appropriate action in the event of unforeseen emergencies, ensuring that the Registered Manager is promptly informed.
23. To follow health and safety guidelines and to alert the Registered Manager immediately of any concerns in relation to health and safety issues.
24. To ensure that accurate and up-to-date records are kept in the prescribed format in both the office and the client's home. To document all work undertaken in support of clients, their general progress, any concerns and any communication or liaison with families and other agencies.
25. To ensure that all financial transactions are promptly and accurately recorded in line with Creative Support procedures
26. To contribute to clients reviews through the provision of verbal and written reports and by attending review meetings.
27. 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 involving supporting people with personal care needs

Other Duties

28. To provide regular verbal and written feedback to the line manager.
29. To accept regular support and supervision from the line manager.
30. To notify Registered Manager of planned whereabouts and to submit weekly timesheets
31. To carry out all work in a manner consistent with the aims of the service and the service principles adopted by Creative Support.
32. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.

33. To maintain confidentiality at all times, in accordance with the agreed policy.
34. To ensure that carers are being allocated the correct number of hours and client call times are not changed, unless in an emergency where the authorisation from the client has been agreed and documented.
35. To ensure cover is arranged in good time for all known staff absences and holidays.
36. To identify training needs in discussion with the Registered Manager and to attend training events and courses as required.
37. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
38. To take part in the out of hours local on call service. To provide out of hours support
39. To follow codes of practice
40. 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.
41. Any other duties required.

PERSON SPECIFICATION – SUPPORT COORDINATOR

Maytree Court, Fazakerley

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to devise appropriate support plans in liaison with clients and other agencies	Application, Interview & exercises	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Good written communication skills, with an ability to contribute to a record keeping system to an acceptable standard	Interview	Essential
4	Good interpersonal skills	Interview	Essential
5	Ability to work as part of a team, to facilitate groups and mediate between individuals	Interview	Essential
6	A good understanding of learning disabilities, autistic spectrum disorder, mental health conditions and physical disabilities	Application & interview	Essential
7	Ability to provide non-judgemental, emotional and practical support to clients and to gain their trust	Application & interview	Essential
8	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & interview	Essential
9	Ability to work without direct supervision with clients	Application & interview	Essential
10	Ability to liaise in a professional manner with other agencies and client's families	Interview	Essential
11	A minimum of 3 years' experience of providing care or support	Application	Essential
12	Understanding of Equal Opportunities	Interview	Desirable
13	Commitment to consulting with service users and responding to their views	Application & interview	Essential
14	Ability to undertake comprehensive risk assessments and review these on a regular basis	Application & interview	Essential
15	Experience of working as a member of a team	Application & interview	Desirable
16	Experience of liaising with other agencies and attending reviews	Application & interview	Essential
17	Supervisory experience and/or ability to supervise staff	Application & interview	Essential
18	Possession of clean driving licence with business use and ownership of a car or willingness to acquire a car	Application & interview	Essential
19	Minimum of NVQ level 3 or relevant social care degree	Application & interview	Essential
20	A warm, respectful and positive approach to working with service users	Interview	Essential
21	Willingness to work flexible hours according to needs of service, by mutual agreement	Interview	Essential
22	Willingness to attend training courses and events	Interview	Essential

TERMS AND CONDITIONS – SUPPORT COORDINATOR

Maytree Court, Fazakerley

Salary:	Up to £14.05 per hour	
	Point One:	£13.85 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 of Work:

Full time: 37.5 hours per week. Part time: to be agreed subject to a minimum of 15 hours per week. To be worked 22:00-08:00 on a rota basis, which will include weekends and public holidays according to the needs of the service.

Sleep Ins:

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift. This may vary according to the needs of the service.

Holidays:

25 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.

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.

On-Call Rota:

Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

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:

All 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 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:

£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 number 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.

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.