



Creative Support Ltd, Head Office

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Crisis and Recovery Practitioner

Reference: 85523

Liverpool City Centre

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 or posted your application form allow *7 working days* after the closing date for a response. Please return the completed 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. Waters'.

Recruitment Department

All employees are subject to enhanced DBS checks

INVESTORS IN PEOPLE®
We invest in people Gold



StoneWall DIVERSITY CHAMPION



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JOB DESCRIPTION – NIGHT CRISIS AND RECOVERY PRACTITIONER

Liverpool City Centre

Hours: Full time, 35 hours a week working over 7 nights 6pm until 01.00am.

Responsible to: Service Manager / Crisis and Recovery Manager / Service Director

The Role:

The purpose of The Liverpool Light is to provide an alternative access point for people requiring out of hours support when experiencing negative symptoms of mental illness which may result in crisis if support is not received. The service should work as a safety net so that people do not have to access A&E with the focus being on reducing crisis occurring by early intervention techniques and adequate support provisions.

Main Duties

1. Jointly lead on the ongoing development of a high quality service to provide front line support to individuals in potential Mental Health crisis
2. Liaise with clinical teams to discuss referrals and clinical presentation of service users, and make referral decision based on this.
3. Support the manager to ensure risk management and safety planning for individual experiencing a mental health crisis. Identify service users triggers and implement a brief, structured support and safety planning programme with service users to deliver agreed outcomes in a short period of time.
4. Support manager to ensure that all staff receive personal support, supervision and appraisals.
5. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
6. Liaise with GP's, external agencies and community teams, making referrals as required.
7. Maintain accurate referral database ensuring this is kept stored in line with data protection and confidentiality policies and procedures.
8. Develop links and referral pathways with a range of agencies including DWP, accommodation services, health services, police etc. Build positive relationships with clinical and internal colleagues, and external organisations.
9. Support individuals who present in a range of ways including low mood, depression, anxiety or suicidal thoughts to develop their own coping strategies to prevent and manage crisis situations.
10. Ensure all local policies are kept up to date and relevant to service delivery.
11. De – escalate crisis situations when required.

Staff Management

1. Manage a staff team to ensure that the highest level of performance and standards of work and training are achieved.
2. Co-ordinate and deploy staff resources as efficiently as possible in relation to the needs of the service and the trainees.

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3. Motivate the staff team to ensure a successful service and encourage contribution of ideas to develop and improve the service.
4. Generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with the all other relevant professionals.
5. Ensure staff receive regular and effective support and supervision. Take appropriate and corrective action to ensure all issues and dealt with speedily and effectively.
6. Ensure staff training and development needs are identified and met and participate in planning and delivering staff training and development activities.
7. Ensure staff understand and are committed to the values and objectives of the service.
8. Organise and chair team meetings.
9. Promote good practise and customer service and ensure staff know and deliver all current practises.
10. Ensure staff support and train trainees in ways which are empowering, build confidence and self-esteem and maximise learning opportunities following individuals personalised training plans.
11. Be accountable for staff management.
12. Rota management

Other

1. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to colleagues.
3. To accept support, supervision and guidance from senior colleagues.
4. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
5. To comply with and to implement the Equal Opportunities Policy.
6. To maintain confidentiality at all times, in accordance with the agreed policy.
7. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
8. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
9. To take on the role of shift coordinator when required.
10. 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.
11. Any other duties as required.

PERSON SPECIFICATION – NIGHT CRISIS AND RECOVERY PRACTITIONER

Liverpool City Centre

	REQUIRED QUALITIES	How Assessed?	Essential/ Desirable
1	A minimum of two years' experience working within a frontline Mental Health setting.	Application & Interview	Essential
2	At least one years' experience of supervising or managing staff or volunteers.	Application & Interview	Essential
3	Experience of supporting to develop new service initiatives.	Application & Interview	Desirable
4	Previous experience of working within crisis care environments.	Application & Interview	Desirable
5	Professional qualification in Health and Social care and or Mental Health. NVQ level 3 or 4.	Interview	Essential
6	Work flexibly within an agreed framework shift rota, including evenings, weekends, bank holidays and partake in local on call rota	Application & Interview	Desirable
7	Assist in the development of close links within the community, promoting a greater understanding of mental health issues.	Interview	Essential
8	Have excellent written and verbal communication skills.	Interview	Essential
9	Supervise and mentor other team members to ensure the highest possible standards of support.	Interview	Essential
10	Support in the recruitment and selection of staff.	Application & Interview	Essential
11	Ability to demonstrate initiative, self-motivation and resourcefulness.	Interview	Essential
12	Accurately maintain all recording systems, paper based and computerised ensuring compliance with Creative Support policies and procedures.	Application & Interview	Desirable
13	Experience or knowledge of working with people with learning disabilities, mental health needs or other needs.	Application & Interview	Desirable
14	Ability to devise training plans and deliver individualised training and support.	Interview	Desirable
15	Provide regular reports demonstrating identified KPI's.	Interview	Essential
16	Good written and verbal communication skills.	Application & Interview	Essential
17	Ability to work in partnership to positively promote and market new a service or initiative using various platforms.	Application & Interview	Essential
18	A warm, positive approach and excellent interpersonal skills.	Interview	Essential
19	Willingness to work reliably and flexibly according to the needs of the service and by mutual agreement.	Interview	Essential
20	Full driving license.	Application	Desirable

TERMS AND CONDITIONS – NIGHT CRISIS AND RECOVERY PRACTITIONER

Liverpool City Centre

Salary:	Up to £13.90 per hour	
	Point One:	£13.65 per hour
	Point Two:	£13.90 per hour
<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, 35 hours a week. Hours are to be worked flexibly according to the needs of the service.

Holidays:

25 days per annum plus eight statutory days pro rata.

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 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 eighteen 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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's 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 its 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 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:

£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 provided will be depended 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.

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.