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Support Coordinator

Liverpool Services

Reference: 85563

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: 08 April 2026

Once you have submitted your application form allow *7 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', is written over a light blue horizontal line.

Recruitment Department

All candidates are subject to enhanced DBS checks.

INVESTORS IN PEOPLE®
We invest in people Gold



Stonewall DIVERSITY CHAMPION



JOB DESCRIPTION – SUPPORT COORDINATOR

Liverpool Services

Hours: 37.5 hours per week, to be worked flexibly to include evenings, weekends and bank holidays according to the needs of the service.

Responsible to: Project Manager, Service Manager and Service Director

The Role:

Your role will be to support the leadership of the staff team to deliver the highest standards of care and support, enabling service users to develop and enjoy wellbeing, quality of life, and community connections. You will promote and re-inforce a culture of responsive, person-centred practice and active support across the services. Strong working relationships will be built based on respect and unconditional positive regard. You will hold level one management responsibilities over two of the supported living services within Liverpool Services.

Main Duties:

1. Create robust person centred rotas, which meet the unique needs of the individuals we support and ensure staff are deployed effectively to meet those needs.
2. Ensuring excellent record keeping in areas such as: Assessment, Integrated Support Plans, Specific Health Plans, Positive Behaviour Support Plans, Person Centred Support Plans and Reviews and Risk Assessments.
3. To take part in the analysis of evidence gathered and to identify areas of learning and changes to practice, supporting staff to act on information and lessons learned ensuring actions required are followed through.
4. To provide direct coaching and development support to staff following observations of practice with service users in particular following events or incidents that have taken place.
5. To work collaboratively with staff members and the multi-disciplinary teams where improvement is required to support the completion of assessments, integrated support plans and other service user related paperwork to a high standard.
6. To be an ambassador for good practice and to promote innovative ways of working.
7. Ensure effective communication is upheld at all times

Support of Service Users

- 1.1 Overseeing the services service delivery and co-ordinating all aspects of support ensuring the highest quality.
- 1.2 Ensure that staff develop and sustain warm, trusting working relationships with service users and that staff promote their self-esteem, happiness and emotional health.

- 1.3 Ensure that staff encourage and support service users in expressing needs, views and concerns. Enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 1.4 Ensure that staff respect and promote the rights and entitlements of people with learning disabilities and complex needs. Enable service users to participate as fully as possible in communities. Support service users to access sources of independent advocacy and advice.
- 1.5 Ensure that service users are supported in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 1.6 Ensure that service users have person centred integrated support plans and to ensure that these are updated in partnership with service users, other professionals and family members.
- 1.7 Promote a warm, positive approach to the friends and families of service users. Involve families and partners in planning of support, in accordance with service user preferences.
- 1.8 Ensure that service users gain independence, confidence and competence. Achieve this through assistance, support, teaching, advice, role modelling, encouragement and positive feedback.
- 1.9 Coach staff in appropriate strategies and positive approaches specified by integrated support plans to support people who express frustrations and needs through challenging behaviour.
- 1.10 Support staff to follow behavioural guidelines to support individual needs and work with members of the multi-disciplinary team in the development and review of guidelines.
- 1.11 Ensure that service users receive advice, care and regular health checks to maintain their physical and mental wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyle.
- 1.12 Observe and monitor service users' emotional and physical well-being and inform involved professionals of concerns or significant changes in their needs, behaviour and circumstances.
- 1.13 Ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.14 Promote anti-discriminatory practice and ensure that services are responsive to the specific needs of female service users and service users from ethnic minorities.
- 1.15 Ensure that the needs of service users with additional problems, including physical health needs and disabilities, communication needs, and mental health problems, are fully identified, assessed, and responded to as appropriate.

- 1.16 Ensure that service users have regularly reviewed and evaluated Integrated Support Plans. Monitor their content, implementation, and effectiveness. Ensure that service users have a keyworker and co-worker, and act as keyworker as appropriate.
- 1.17 Ensure that service users receive appropriate and high quality care and support to meet needs, drawn from external and internal services. Ensure that service users are effectively linked into care management mechanisms and have identified statutory Key Workers.

Staff Management

- 1.18 Manage staff to ensure the highest levels of performance and standards of work are achieved.
- 1.19 Ensure all staff have a supervision in line with company alongside annual appraisals and direct observations of practice
- 1.20 Management of service rotas ensuring each service is delivering its commissioned hours each week and that agency use is kept to a minimum, this can be achieved through robust rota planning
- 1.21 Ensuring team meetings take place on a monthly basis
- 1.22 Maintain a customer focused ethos and ensure excellent working relationships with other professionals and stakeholders.
- 1.23 Arrange training for staff ensuring that all mandatory training is completed within specified timeframes and additional service specific training is completed to ensure staff have the necessary skills and knowledge set to provide the highest quality level of support specific to each individual supported

Project Management and Administration

- 1.24 Work with the Project Manager and Service Manager to ensure that the service meets the quality requirements and standards of Creative Support, commissioners, the CQC, the contract, and other stakeholders.
- 1.25 Encourage customer feedback and suggestions from service users, carers and stakeholders. Promote a positive attitude to complaints. Ensure that complaints are fully investigated following Creative Supports and the Local Authority procedures and that timely and appropriate action is carried out.

General Duties

- 1.26 Promote Creative Support, its services and activities to service users, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.
- 1.27 Accept support, supervision and guidance from senior colleagues.

- 1.28 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 1.29 Ensure that you and other staff, volunteers and students on placement comply with the following:
- Health and Safety policies and Equal Opportunities Policy
 - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
 - Confidentiality and data protection
 - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
 - All Creative Support policies, procedures and guidelines for best practice
- 1.30 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.
- 1.31 Identify own training needs in discussion with line manager and attend training events and courses as required.
- 1.32 To support other local services as and when required at the direction of Project Manager and Service Manager
- 1.33 Any other duties as required.

PERSON SPECIFICATION – SUPPORT COORDINATOR

Liverpool Services



	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least two years' experience of supporting people with mental health needs, learning disabilities and/or complex needs	Application	Essential
2	At least one years' experience of supervising staff and managing a team	Application	Essential
3	Relevant qualifications including Health and Social Care Diploma Level 3 or 4	Application & Interview	Desirable
4	A willingness to carry out further identified professional training in Positive Behaviour Support, Protective Breakaway and Physical Intervention Training	Application	Essential
5	A warm, positive, and person-centred approach to people with mental health needs, learning disabilities and complex needs	Interview	Essential
6	Excellent written and verbal communication skills and ability to listen sensitively to others	Application & Interview	Essential
7	Collaborate with service users, carers and involved professionals to provide a service which maximises outcomes	Interview	Essential
8	Liaise with involved professionals to provide a consistent and coordinated service	Interview	Essential
9	Supervise and support staff, and deploy staff resources effectively to meet the needs of the service	Application & Interview	Essential
10	Knowledge of helpful approaches and strategies to support people with mental health needs, learning disabilities and autism	Application & Interview	Essential
11	Conduct comprehensive support and risk assessments and devise support and risk management plans accordingly	Interview	Desirable
12	Promote anti-discriminatory practice and provide a service that is welcoming to all service users	Interview	Essential
13	Willingness to work flexibly on a rota to meet the needs of the service, including evenings and weekends	Interview	Essential
14	Willingness to be part of the local on call service on a rota	Application & Interview	Essential
15	Knowledge of CQC and key lines of enquiry	Application & Interview	Desirable
16	To have have access to a car and have a clean driver's license	Application	Essential

TERMS AND CONDITIONS – SUPPORT COORDINATOR
Liverpool Services



Salary:	Up to £14.05	
	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 hours are 37.5 per week, worked flexibly across 7 days to meet the needs of the service.

Holidays:

25 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.

Part Time Work:

Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working fewer than 37.5 hours per week. 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.

Birthday Holiday Bonus:

You will be permanently 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.

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 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:

Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, 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 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 and optical care, as well as physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

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:

You will receive a £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:

We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 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 depended on your hours worked.

Company Mobile Phone and Laptop:

If applicable to your job role, 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's 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.