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Relief Support Worker

Reference: 93008

Wigan 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: 19th March 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

Recruitment Department

Please note that all employees are required to complete an enhanced DBS check.

Wigan Mental Health Service

Hours: Zero hours basis

Responsible to: Relief Team Leader

The Role:
To provide dynamic, person-centred recovery-focused support to service users in either Wigan, Leigh or Atherton with mental health support needs. To work in-line with a rehabilitative model of support to help individuals to reach their goals and maintain as much independence as possible. To support service users to build meaningful and satisfying lives through the provision of flexible and personalised support including tenancy sustainment. To work in partnership with service users to enable them to take active control over their lives and to make progress towards recovery and personal goals. To work in an anti-discriminatory manner, ensuring that the rights and entitlements of service users are respected at all times. To promote self-esteem, independence, social inclusion and a sense of personal identity separate from illness and disability.

Main Duties:

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.

2. To work in partnership with service users through the recovery process. To collaboratively develop recovery focused support goals which promote hope and aspiration.

3. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

4. To be flexible and responsive to the needs of service users as directed by their Individual Recovery Focussed Support Plans.

5. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.

6. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions. To work within the Recovery Principles supporting service users to re-discover a sense of personal identity, separate from their diagnosis/disability.

7. To encourage service users where it is appropriate to involve their family and significant others in their support plan and develop a circle of support which supports their unique recovery journey. To involve members of the person's circle of support in person centred reviews/CPA.

8. To carry out holistic assessments of need and devise appropriate recovery focused support plans and comprehensive risk assessments in full consultation with service users and other agencies. To ensure recovery focused support plans are reviewed and evaluated and also amended in accordance with changing needs, presenting risks and individual preferences.

9. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop skills in planning and self organisation and to encourage them to maintain appointments and commitments.

10. To advise, encourage and support service users so as to maximise their self care and independent living skills.

11. To work closely with service users in the development of Wellness Recovery Action Plans/Recovery Circles. To develop crisis/relapse management plans/advanced directives in collaboration with the service user and the multi-disciplinary team.

12. To provide a range of personalised mental health approaches/interventions and support according to the needs and preferences of individuals and within the framework of the person's wider mental health support plan.

13. To support service users who have needs relating to alcohol and use of non-prescribed drugs through appropriate advice, support and signposting. To work closely with Drug & Alcohol agencies to ensure effective joint working and progress towards agreed goals e.g. harm reduction, abstinence.

14. To support service users who are subject to CTO's, Sections of the Mental Health Act/Home Office Restrictions and Guardianship Orders to comply with all requirements. To liaise closely with the Care Coordinator, RMO or Social Supervisor to ensure effective joint working to manage risk/compliance.

15. To support service users who have a history of offending or are subject to Probation Orders/Community Sentencing to avoid reoffending and comply with all requirements.

16. To ensure all service users in short term services have active move-on plans which are reviewed on a regular basis and to support service users to identify and access move on housing options. To provide all practical support in moving on to more independent housing.

17. To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with Welfare Rights/advice agencies.

18. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

19. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.

20. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship and to access legal advice and independent advocacy as required.

21. To advise and assist service users in obtaining appropriate move-on accommodation which meets their needs and enables them to make progress towards greater independence.

22. To encourage service users to take as much responsibility as possible for the management of their own physical and mental health and to access primary health care and other services. To offer advice and health promotion interventions to enhance health and wellbeing.

23. To assist in monitoring service users' mental health and general well-being and to inform the Manager/Support Co-ordinator, CPN/Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children

or vulnerable adults with immediate effect to the Manager/Support Co-ordinator or the Duty/On Call Manager.

24. To support service users in complying with prescribed medication and working towards self-medication in accordance with agreed risk/support plans. To liaise with the service user's Consultant, GP and Care Coordinator in respect of compliance with prescribed medication. To ensure that service users attend regular medication reviews with their consultant/GPs and are supported to report any adverse side effects or concerns.

25. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To support service users in reducing risks to themselves/others and to promote community safety. To work in a safe and responsible manner to safeguard vulnerable service users from harm, whilst ensuring individuals are able to make choices and enjoy rights and opportunities within a positive risk management approach which has been agreed with the service user and other agencies. To promptly and professionally report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

26. To maintain a high standard of customer care and to encourage feedback from service users and other agencies. To promptly report and document all complaints, suggestions and feedback. To maintain a warm and responsive approach to families and to report their feedback and concerns.

27. To empower and support service users to be fully involved in planning/reviewing their own support and in the review and development of the wider service.

28. To take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

29. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.

30. To ensure that accurate records are kept in the prescribed format. To clearly and professionally document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies. To comply with confidentiality and data protection requirements.

31. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

32. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Tameside Council's safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.

33. To contribute to service users' reviews through the provision of verbal and written reports and by attending Support Planning and Review Meetings. To work within the framework of the CPA and to liaise with the Care Co-ordinator and other professionals on a regular basis.

34. To take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the manager is informed promptly. To fully document and report any incidents and accidents including all follow up action taken.

35. To assist the manager with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities.

36. To fulfil the role of Key Worker as required, under the direction of a senior member of staff.

Other:

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.

2. To provide regular verbal and written reports to your Line Manager.

3. To accept regular support and supervision from your Line Manager.

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 Creative Support's Equal Opportunities Policy.

6. To maintain confidentiality at all times, in accordance with the agreed policy.

7. To identify training needs in discussion with your 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 undertake the role of Shift Coordinator when required.

10. Any other duties as required.

PERSON SPECIFICATION– RELIEF SUPPORT WORKER
Wigan Mental Health Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with mental health needs and an understanding of their needs	Interview	Essential
2	Good written and verbal communication skills, able to listen sensitively to others and to contribute to a record keeping system	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to work constructively and co-operatively as part of a team	Interview	Essential
5	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
6	Able to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
7	Ability to liaise in a professional manner with other agencies and to work in a positive way with the families and friends of service users	Interview	Essential
8	Understanding of mental health and recovery focused principles and ability to put these into practice	Application & Interview	Essential
9	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
10	Ability to provide emotional and practical support to service users	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application & Interview	Essential
12	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
14	Experience of providing care, support or other services to people with support needs and/or learning disabilities	Application & Interview	Essential
15	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
16	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
17	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
18	Willingness to attend training courses and events	Interview	Essential
19	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
20	To have a clean driving licence and access to a car	Application Form	Desirable
21	Willingness to complete sleep-in duties	Application & Interview	Essential

TERMS AND CONDITIONS – RELIEF SUPPORT WORKER

Wigan Mental Health Service

Pay Structure:

£12.60 per hour

Sleep Ins

Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

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.

Hours of Work

As required on a zero hour basis.

Disclosure Checks

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Confidentiality:

All Creative Support employees must maintain confidentiality at all times, in accordance with the agreed policy. Any breach of confidentiality may lead to dismissal without notice. Guidance on standards expected can be found in the Employee Code of Conduct.

Probationary Period

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Holidays:

Accrued as per the hours worked.

Sickness Policy:

You will not be entitled to Company Sick Pay

Sona App:

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts.

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.