



Creative Support Ltd, Head Office

Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Female Support Worker

Reference: 90381

South Manchester Mental Health Services

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: 19 May 2026

Once you have submitted your application form allow *14 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.



Cover Letter Page 1 of 9			
-----------------------------	--	--	--

JOB DESCRIPTION – FEMALE SUPPORT WORKER

South Manchester Mental Health Services

Hours: Full time, 37.5 hours per week, or part time – minimum of 15 hours per week. You will be required to work flexibly, including evenings, weekends, and bank holidays according to the needs of the service. This role includes sleep ins.

Responsible to: Women’s Service Lead and Service Manager

The Role:

To deliver support and be involved in the co-ordination of day-to-day life, in a 24- hour mental health supported accommodation service for women. 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 and achieving pathways to less supported or independent accommodation. 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 liaise with other team members to ensure that continuity of support and excellent communications are to be maintained at all times.
7. 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 contribute to service users reviews through the provision of verbal and written reports and by attending care planning meetings.
10. To offer reassurance and support to service users at times of emotional distress.
11. To actively seek and respond to service user's feedback and implement changes as appropriate.
12. To develop warm and trusting relationships with service users and to encourage them to express their needs, views and concerns.
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 Duties

24. To provide regular verbal and written feedback to the line manager.
25. To accept regular support and supervision from the line manager.
26. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
27. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.
28. To maintain confidentiality at all times, in accordance with the agreed policy.
29. To identify training needs in discussion with the line manager and to attend all mandatory training courses and training events/courses as required.

- 30. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

- 32. Any other duties required.

PERSON SPECIFICATION – FEMALE SUPPORT WORKER

South Manchester Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential or 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 English/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	A common-sense approach to 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 SUPPORT WORKER

South Manchester Mental Health Services

Salary:	£12.85 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, or part time – minimum of 15 hours per week. You will be required to work flexibly, including evenings, weekends, and bank holidays according to the needs of the service. This role includes sleep ins.

Sleep Ins:

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

Holidays:

20 days plus 8 statutory days (pro rata) for part time.

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.

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:

Contracted 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.

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.

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 pay Statutory Sickness 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

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
- Carers leave up to 5 days per annum

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

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.

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.

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:

Cover Letter Page 8 of 9			
-----------------------------	--	--	--

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.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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.