



**Creative Support Ltd, Head Office**

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**Senior Recovery Support Worker**

**Reference: 71953**

**Blackburn 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: 01 June 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](mailto: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.**



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## **JOB DESCRIPTION – SENIOR RECOVERY SUPPORT WORKER**

### **Blackburn Mental Health Services**

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

**Responsible To:** Service Director, Service Manager, Team Leader

#### **The Role:**

To work alongside local management to assist with the coordination and delivery of high-quality, person-centred support. To provide outcome-focused support to individuals with complex mental health and/or substance abuse needs. Using the recovery model, along with our wellbeing sessions and signposting, we aim to prevent hospital admissions, and to develop a return to independence within their own homes, and local community.

#### **Main Duties**

1. To support people with all aspects of daily living skills. i.e. budgeting, meal planning, prompting to tend to personal hygiene and promoting a healthy lifestyle.
2. To administer, monitor and liaise with community psychiatrist and GP when medication review is necessary.
3. To facilitate weekly key working sessions reflecting how service users are feeling and tailoring support accordingly, whilst setting meaningful goals to support people to reach their full potential.
4. To facilitate wellbeing sessions in the service as reflected on the calendar.
5. To offer support in managing a tenancy, finances and benefits.
6. Encourage social inclusion and accompany to groups in the community where needed.
7. To be able to communicate effectively and work within a team
8. To maintain good relationships with partner agencies
9. Signpost to specialist services e.g. Crisis team, emergency duty team, G.U.M clinic, alcohol/substance misuse services, debt agencies.
10. Promote self-esteem, happiness and the emotional health of service users by facilitating and encouraging the attendance of wellbeing sessions.
11. To be flexible and responsive to the needs of service users as directed by their individual support plan and risk assessment.
12. To offer reassurance and support to service users at times of distress.

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13. To respect the service users' right to privacy and to ensure that their dignity is maintained at all times.
14. To enhance the confidence and coping abilities of service users through encouragement and positive feedback.
15. To encourage service users to make choices and decisions.
16. To respond flexibly to changing needs under the direction of the Manager.
17. To take appropriate action in the event of unforeseen emergencies, ensuring that the Manager is promptly informed.
18. To contribute to service files and individual holistic support plans, risk assessments and daily documentation of welfare, by the way of evidenced client centered outcomes (ECCO) All training will be provided.
19. In the event of a crisis, have the ability to respond in a solution focused way.
20. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Blackburn with Darwen's safeguarding policy 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.
21. To be compliant with Creative Support standards and outcomes under the service registration.

### Management Duties

1. Work with managers to ensure all voids are appropriately allocated and kept to a minimum.
2. Offer support and supervision to any junior staff or relief staff.
3. Supervise staff in accordance with Creative Support's supervisory policy.
4. Assist managers with the smooth running of the team and service, ensuring that new staff and service users are welcomed and fully informed of their rights and responsibilities.
5. Build and maintain strong links with other agencies, ensure smooth and effective inter-agency working with an emphasis on culturally appropriate resources within the area.

### Other Duties

1. To provide regular verbal and written feedback to the line manager.

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2. To accept regular support and supervision from the line manager.
3. To carry out all work in a manner consistent with the aims of the projects and the service principles adopted by Creative Support.
4. To comply with and to implement the current Equal Opportunities Policy agreed by Creative Support.
5. To maintain confidentiality at all times, in accordance with the agreed policy.
6. To complete training needs and attend training events and courses as required.
7. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
8. Any other duties required.

**PERSON SPECIFICATION – SENIOR RECOVERY SUPPORT WORKER**  
**Blackburn Mental Health Services**

	<b>QUALITIES REQUIRED</b>	<b>How assessed?</b>	<b>Essential/ Desirable</b>
<b>1</b>	Good written and verbal communication skills to contribute to record keeping to an acceptable standard.	Interview	Essential
<b>2</b>	Proficient IT and organisational skills to contribute to the electronic record keeping and quality monitoring of the service to a high standard.	Application and interview	Essential
<b>3</b>	Good interpersonal skills to maximize working relationships with the team and other colleagues	Interview	Essential
<b>4</b>	A good understanding of complex mental health needs and equal opportunities	Application & Interview	Desirable
<b>5</b>	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
<b>6</b>	A common-sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
<b>7</b>	Ability to work without direct supervision with service users	Application & Interview	Essential
<b>8</b>	Ability to devise appropriate support plans in liaison with service users and other agencies	Application & Interview	Desirable
<b>9</b>	Current knowledge of welfare benefits and ability to ensure tenants receive their maximum entitlement	Application & Interview	Desirable
<b>10</b>	At least 2 years' experience of working with people with mental health needs	Application	Desirable
<b>11</b>	Experience of liaising with other agencies and attending multi-agency meetings	Application & Interview	Desirable
<b>12</b>	Experience of writing professional reports	Interview	Desirable
<b>13</b>	A warm, respectful, positive approach to working with service users	Interview	Essential
<b>14</b>	Willingness to work flexible hours according to needs of project, inclusive of sleep in duties	Interview	Essential
<b>15</b>	Willingness to attend training courses and events	Interview	Essential
<b>16</b>	Willing to participate in regular supervision with line manager	Interview	Essential

**TERMS AND CONDITIONS – SENIOR RECOVERY SUPPORT WORKER**  
**Blackburn Mental Health Services**

<b>Salary:</b>	<b>Up to £13.45 per hour</b>	
	<b>Point One:</b>	£13.35 per hour
	<b>Point Two:</b>	£13.45 per hour
<p><b>Please Note:</b> <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></p>		

**Hours of Work:**

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

**Holidays:**

20 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.

**Birthday Holiday Bonus:**

After two years continuous service 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. This bonus will only come into effect in the leave year after two full years' service. 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

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Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support pay SSP 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 2x annual salary. Participation in this scheme is subject to the rules of the scheme 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. 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 and optical care, and physiotherapy.

**Annual Rail Ticket:**

Discounted annual rail season ticket plans 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.

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**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 organization, if there have been at least six months between resigning from their original post and taking up their new role.

**Uniform:**

If applicable to your service, a uniform will be provided. The number of uniforms provided will depend 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 accountable 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 basis, 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.

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**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.