



Creative Support Ltd

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Young Person's Housing Support Worker

Reference: 88433

Wythenshawe Young Person's 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: 11 June 2026

Once you have submitted your application form allow *10 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



Authorised by:		Date Authorised:		Page Number:	1
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JOB DESCRIPTION – Young Person’s Housing Support Worker

Wythenshawe Young Person’s Service

Hours: Full time and part time positions available

Location: Wythenshawe

Responsible to: Team Leader and Senior Support Worker

The Role:

We are looking for someone who is approachable and warm and able to connect with the young adults we support at our mental health service in South Manchester. This person will support service users to develop their skills and knowledge so that they can go on to live more independently in the community. This individual will also support the young people at the service to sustain their tenancies through encouraging them to develop their independent living skills and helping them to navigate any tenancy related issues. The successful candidate will have the ability to identify areas that a service user needs support with, work with them to devise an individual support plan for their placement, and support the young person to implement this plan. The person will be able to work collaboratively and creatively with tenants. They will also be non-judgemental, able to relate to the issues that young people face, have a laid back approach, be a good listener, be able to use their initiative, and be comfortable lone working and alongside others.

This opportunity is perfect for someone who is interested in an exciting career in mental health, where you are assisted in developing your skills as a support worker through close supervision, corporate training, and working as part of an experienced staff team.

Main Responsibilities/Duties

1. To develop and sustain warm and trusting relationships with service users.
2. To promote the self esteem, happiness and emotional health of service users.
3. To respect the client’s right to privacy and to ensure that their dignity is maintained at all times.
4. To encourage and support service users in expressing their needs, views and concerns. To enable service users make choices and decisions and to participate as fully as possible in planning and decision making processes.
5. To support tenants to understand the responsibilities of their tenancies, and assisting them in fulfilling these obligations to prepare them for move-on in the wider community.
6. To be responsive to the individual needs of service users within the framework of their Person Centred Plans Support Plans and to respond flexibly to changing needs.
7. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:
 - Social skills/relationships
 - Personal care & hygiene

Authorised by:		Date Authorised:		Page Number:	2
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- Daily living skills
- Using community resources and facilities
- Social, leisure and work activities
- Self organisation and coping abilities
- Personal safety

To achieve this through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

8. To address behaviours that challenge and support the development of appropriate ways to resolve conflict within the community.
9. To support service users in developing a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.
10. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
11. To offer a consistent and stable connection for service users who have often endured very chaotic upbringings.
12. To advocate and liaise with other professionals/third parties who are involved with the service user, working in a joined up way with other services and escalating concerns when they arise to the relevant people.
13. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager is informed promptly. To use internal on call services proactively.
14. To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
15. To contribute to project records and individual case files.
16. To offer weekly one-to-one sessions tailored to the service user's needs, providing practical and emotional guidance and support.
17. To carry out general administrative duties, housing management tasks and services as required.
18. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings
19. To support the service users to develop their insight into / awareness of how best to manage their mental health needs.
20. To contribute to delivering a vibrant range of activities for service users both on site and in the community.

Other

21. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
22. To be available to work flexibly in order to meet the needs of the agency and the service user. This may include day, evening, weekend and public holidays according to the needs of the service.
23. To provide regular verbal and written reports to colleagues.
24. To accept support, supervision and guidance from senior colleagues.
25. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
26. To comply with and to implement the Equal Opportunities Policy.
27. To maintain confidentiality at all times, in accordance with the agreed policy.
28. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
29. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
30. To take on the role of shift co-ordinator when required.
31. 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 and may involve supporting people with personal care needs
32. Any other duties as required.

Skills and Knowledge

Requirement

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| <p>1. Ability to demonstrate a warm, caring, person centred and affirmative approach to people with mental health needs.
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>2. Good communication skills and ability to listen sensitively to others
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>3. Ability to engage with service users, to develop and sustain warm and trusting relationships
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>4. Ability to demonstrate basic insight and understanding into the needs of people with mental health needs
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>5. Written communication and IT skills sufficient to contribute to record keeping systems.
Assessed by Application Form and Interview</p> | <p><i>Essential</i></p> |
| <p>6. Ability to work well as part of a team
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>7. Ability to work safely and responsibly without direct supervision
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>8. Ability to demonstrate initiative, self motivation and resourcefulness
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>9. 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
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>10. Understanding of the person centred aims and principles of Creative Support and ability to put these into practice
Assessed by Application Form and Interview</p> | <p><i>Essential</i></p> |
| <p>11. Ability to demonstrate respect for difference and diversity.
Assessed by Application Form and Interview</p> | <p><i>Essential</i></p> |
| <p>12. Ability to provide emotional and practical support to service users
Assessed by Application Form and Interview</p> | <p><i>Essential</i></p> |
| <p>13. 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
Assessed by Application Form and Interview</p> | <p><i>Essential</i></p> |

14. **Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual**
Assessed by Interview *Essential*
15. **Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks**
Assessed by Interview *Essential*

Experience and Qualifications

17. **Experience of supporting people with mental health needs**
Assessed by Application Form *Desirable*
19. **Life experience and confidence in relating to people from a wide variety of backgrounds**
Assessed by Application Form and Interview *Essential*
18. **Possession of Diploma or other relevant social care qualification**
Assessed by Application Form *Desirable*

Other

21. **Warm, caring, respectful and positive approach when working with service users**
Assessed by Interview *Essential*
22. **Willingness to work flexible hours, including weekends according to needs of agency and service users**
Assessed by Interview *Essential*
23. **Willingness to attend training courses and events as required**
Assessed by Interview *Essential*
25. **To have a clean driving licence and access to a car**
Assessed by Application Form *Desirable*

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.</i>	

Hours of Work:

Full time: 37.5 hours per week. Part time: to be agreed subject to a minimum of 15 hours per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days pro rata.

Sleep-ins:

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

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.

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

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, permanent 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

Authorised by:		Date Authorised:		Page Number:	7
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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 does pay Statutory Sick 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

You will become a member of our non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times your 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
- Carer's leave up to 5 days per annum
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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.

Payroll Giving

Administered by Charities Trust, a tax-efficient way of donating on a regular basis to any of the registered charities either large or small.

WeCare Awards

We recognise our dedicated staff across the organisation with standard, silver and gold awards which are given every 2 months.

Your Rewards

Employee benefits and discount vouchers available through the Your Rewards website.

Authorised by:		Date Authorised:		Page Number:	8
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Retirement Awards

£100.00 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Long Service Awards

Long service awards are offered after periods of 10, 15 and 20 years' service. These are currently £100, £150 and £200 respectively.

Refer a Friend Scheme

Staff who successfully refer a friend to Creative Support's employment can claim £200 worth of vouchers four weeks after their friend starts employment with us.

Welcome Back Grant

We offer £200 worth of vouchers for employees who return to the organisation, subject to a gap of 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 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 an 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.

Authorised by:		Date Authorised:		Page Number:	9
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