



Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

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

Relief Support Worker **South Manchester Mental Health Services**

Reference: 93559

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: 24 June 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

INVESTORS IN PEOPLE
We invest in people Gold



Stonehall
DIVERSITY CHAMPION



| | | | | | |
|----------------|--|------------------|--|--------------|---|
| Authorised by: | | Date Authorised: | | Page Number: | 1 |
|----------------|--|------------------|--|--------------|---|

JOB DESCRIPTION – RELIEF SUPPORT WORKER

South Manchester Mental Health Services

Hours: As required.

Accountable To: Senior Support Worker, Service Manager

The Role:

To provide flexible care and support to service users with mental health needs. To work in a person centred and anti-discriminatory manner, ensuring that the cultural needs, rights and entitlements of service users are respected at all times. To promote independence and support service users to enhance their quality of life.

The service consist of 11 self-contained flats for people with mental health needs all of who are in receipt of an Individual Budget (IB). Each tenant has a person-centred care plan which stipulates the amount of hours allocated for 1:1 support.

There is a communal lounge, kitchen/laundry room and 2 small staff offices. Staff are based at the service and will be responsible for supporting tenants with a wide range of activities including support with: medication, cooking, budgeting, activities of daily living, leisure, education, voluntary work/employment, attending appointments, arranging appointments, monitoring mental health, liaising with stakeholders (e.g Social Services, GP's, Community Psychiatric Nurses (CPN'S).

NB: There will be aspects of lone working at this service; therefore, some experience of working with people with mental health needs is essential. Training will be provided.

Main Duties:

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.
2. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.
3. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans.
4. To support service users to achieve positive outcomes in line with the principles of the recovery model.
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.
7. 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.

| | | | | | |
|-----------------------|--|-------------------------|--|---------------------|----------|
| Authorised by: | | Date Authorised: | | Page Number: | 2 |
|-----------------------|--|-------------------------|--|---------------------|----------|

8. To advise, encourage and support service users so as to maximise their self care and independent living skills.
9. 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 agencies.
10. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
11. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.
12. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
13. To support service users to access culturally specific services.
14. 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.
15. To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services.
16. To assist in monitoring service users' mental health and general well-being and to inform the Manager/Senior Support Worker, 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/Senior Support Worker or the Duty/On Call Manager.
17. To support service users in managing self medication programmes. To liaise with the service user's Consultant, GP, Care Co-ordinator, CPN in respect of compliance with prescribed medication.
18. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
19. 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.
20. To maintain a warm and responsive approach to families and to report their feedback and concerns.
21. 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.
22. To follow Health and Safety guidelines carefully and to alert the Project Manager immediately of any concerns in relation to Health and Safety issues.

| | | | | | |
|----------------|--|------------------|--|--------------|---|
| Authorised by: | | Date Authorised: | | Page Number: | 3 |
|----------------|--|------------------|--|--------------|---|

- 23. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.
- 24. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
- 25. 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.
- 26. To fulfil the role of Project Key Worker as required, under the direction of a senior member of staff.

Other:

- 18. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 19. To accept support, supervision and guidance from senior colleagues, and attend training where required.
- 20. To comply with and to implement the Equal Opportunities Policy.
- 21. 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.
- 22. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.
- 23. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.
- 24. Any other duties as required.

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|----|--|-----------------------------------|-----------------------------|
| 1 | Good verbal communication skills and ability to listen sensitively to others | Interview | Essential |
| 2 | Good written communication skills, with an ability to contribute to a record keeping system | Application Form | Essential |
| 3 | Ability to provide person centred care and support in a dignified and sensitive manner | Interview | Essential |
| 4 | Ability to work as part of a team in addition to lone working | Interview | Essential |
| 5 | A basic understanding of mental health needs | Application & Interview | Essential |
| 6 | Ability to provide sympathetic, emotional and practical support to service users | Application & Interview | Essential |
| 7 | A common sense approach to problem solving and an ability to deal with conflict and distress | Application & Interview | Essential |
| 8 | Ability to work without direct supervision in service user's home | Application & Interview | Essential |
| 9 | Ability to liaise in a professional manner with other agencies | Interview | Essential |
| 10 | An understanding of the aims and principles of Creative Support | Interview | Essential |
| 11 | Understanding of Equal Opportunities Policies adopted by Creative Support | Interview | Essential |
| 12 | Experience of providing Recovery focused support to adults with a variety of needs | Application & Interview | Essential |
| 13 | Experience of working with people with mental health needs | Application Form | Essential |
| 14 | Experience of working with and relating to people from a wide variety of backgrounds | Application & Interview | Essential |
| 15 | Experience of working as a member of a team | Application & Interview | Desirable |
| 16 | Willingness to work flexible hours according to needs of project, by mutual agreement | Interview | Essential |
| 17 | Willingness to attend training courses and events | Interview | Essential |
| 18 | Willing to participate in regular supervision with line manager | Interview | Essential |
| 19 | To have knowledge of African and Caribbean culture | Application Form | Essential |
| 20 | Ability to support service users with their physical health needs. | Application, Pre-emps & Interview | Essential |

TERMS AND CONDITIONS - RELIEF SUPPORT WORKER

South Manchester Mental Health Services

Pay Structure:

| | |
|---|---|
| Salary: | £12.85 per hour (plus rolled up holiday pay) |
| Please Note: <i>Pay is made in arrears weekly for hours worked in the prior week. A higher hourly rate may be paid dependent upon service the shift is carried out in.</i> | |

Hours of Work:

As required.

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.

Holidays:

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

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. You will be required to undertake and complete NVQ 2 during your probationary period as a condition of your employment.

Sickness Policy:

You will not be entitled to company sick pay.

Employee Counselling Service:

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

Sona App:

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

Networks:

| | | | | | |
|-----------------------|--|-------------------------|--|---------------------|----------|
| Authorised by: | | Date Authorised: | | Page Number: | 6 |
|-----------------------|--|-------------------------|--|---------------------|----------|

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: | 7 |
|-----------------------|--|-------------------------|--|---------------------|----------|