

**Creative Support Ltd, Head Office**

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## Female Move On Activities Worker South Manchester Mental Health Service

**Reference: 93373**

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: 28 August 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](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**

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

**INVESTORS IN PEOPLE®**  
We invest in people Gold



**Stonewall DIVERSITY CHAMPION**



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## JOB DESCRIPTION – FEMALE MOVE ON ACTIVITIES WORKER

### South Manchester Mental Health Services

**Responsible to:** Support Coordinator

**Location:** Wythenshawe and South Manchester area

**Hours:** Full Time (37.5 Hours) and Part Time (Minimum 16 Hours), hours will primarily be between 10 am – 6 pm but may vary based on the needs of the service.

#### The Role:

The Move On & Activities Support Worker for South Manchester mental health services primarily based in our Lone parent service in Wythenshawe, plays a key role in supporting people to move on successfully from supported or temporary accommodation into sustainable, independent housing, while promoting wellbeing, independence and meaningful community connection.

The role is strongly focused on **active move on work**, supporting individuals and households to explore all appropriate housing options, secure tenancies, and develop the skills and confidence that they have gained in the supported living setting and use this into more independence in the community. some transition support to enable people to settle successfully and sustain their homes may be beneficial to some tenants and families moving on.

Alongside housing-related support, the post holder will plan and deliver **activities and community-based opportunities** that reduce isolation, build confidence, encourage positive routines and support people to live fulfilling and connected lives.

The successful candidate will have a good understanding of homeless families work and have a good rapport with both parent and child albeit our role is not to work directly with children. The officer will have a good understanding of any safeguarding and duty of care issues. Full training will be provided.

#### Key attributes for the role:

- Strong understanding of housing and homeless sector
- Good understanding of the needs of homeless families
- Excellent planning and coproducing a range of activities with people we support both at the service and in community periodically.
- Good understanding and empathic approach to working with mental health needs
- Proactive and engaging approach
- Excellent case management skills
- Excellent advocacy both verbally and in writing

The role reflects Creative Support's commitment to **choice, opportunity and wellbeing**, and all work must align with the **WE CARE framework**, ensuring people feel empowered, respected and supported to achieve positive outcomes.

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The successful post holder will form part of the core rota at the service and have will undertake core duties to ensure with the team and local manager a smooth-running service.

#### Main Duties:

- Manage a caseload, working proactively to enable timely and sustainable move on into independent accommodation.
- Develop, implement and regularly review **outcome-focused move on plans**, prioritising housing readiness and tenancy sustainment.
- Support people to explore and access a range of housing options. This can be through housing association properties, private rented sector or opportunities through the local authority.
- Support people to make informed and realistic housing choices, including managing expectations around location, property type and affordability.
- Arrange and attend property viewings and provide practical support with tenancy sign-ups and move-ins.
- Explain tenancy agreements, tenant rights and responsibilities clearly and accessibly.
- Support applications for housing-related benefits and financial support, including: Universal credit, Rent deposits and Discretionary Housing Payments (DHPs)
- Provide practical support with budgeting, rent payments, utilities, council tax and other housing-related bills.
- Support people with practical aspects of moving, furnishing their home and setting up utilities.
- Identify risks to tenancies early and provide targeted interventions to prevent tenancy breakdown or homelessness.
- Work collaboratively with landlords, housing providers, local authorities and partner agencies to achieve positive move on outcomes.
- Maintain accurate, timely and confidential records in line with Creative Support policies and systems.

#### Activities, Wellbeing & Community Engagement:

##### You will:

- Plan and deliver **meaningful activities**, groups and community-based opportunities that promote wellbeing, independence and social inclusion.
- Encourage engagement in hobbies, learning, volunteering, employment preparation and local community life.
- Ensure all activities are **person-centred, strengths-based, inclusive and informed by people's interests and goals**.
- Complete appropriate risk assessments and support plans linked to activities and outcomes.
- Support people to build, maintain or re-establish relationships with family, friends and social networks.
- Promote positive routines, confidence and emotional wellbeing through activity and structure.

#### Working With Others:

##### You will:

- Work collaboratively with colleagues, managers and multi-disciplinary professionals.
- Build and maintain effective working relationships with landlords and external partners.
- Promote Creative Support positively within the community and at events.

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- Contribute to a supportive, inclusive and values-led team culture.
- Uphold safeguarding responsibilities and promote dignity, respect and choice at all times.

#### **Overall Support Responsibilities/Duties:**

1. To develop and sustain warm and trusting relationships with service users and offer a consistent and stable connection for service users who have often endured very chaotic upbringings.
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 Support Plans/CPA and to respond flexibly to changing needs within these.
7. To support people with medication when required, full training will be provided.
8. To support people, access the right health and mental health service support and attend appointments with people if required.
9. 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
  - 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.

10. To address behaviours that challenge and support the development of appropriate ways to resolve conflict within the community.
11. 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 both at the service and in the wider community.

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12. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
13. To offer support to service users in promoting positive mental health recovery which is tailored to their individual support plan/ CPA's.
14. 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.
15. Working collaboratively with other professionals involved in a service user's care to ensure all aspects of an individual's CPA is being actioned.
16. To take appropriate action in the event of unforeseen emergencies and crisis management, ensuring that the Service Manager is informed promptly. To use internal on call services proactively.
17. To follow Health and Safety guidelines carefully and to alert the Service Manager immediately of any concerns in relation to Health and Safety issues.
18. To help develop service user's understanding of health and safety in order to ensure that they maintain a safe home environment.
19. To contribute to project records and individual case files ensuring that these are up to date and accurate and are kept in accordance with confidentiality and data protection policies and procedures.
20. To offer regular one-to-one sessions tailored to the service user's needs, providing practical and emotional guidance and support.
21. To carry out general administrative duties, housing management tasks and services as required.
22. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings
23. To support the service users to develop their insight into / awareness of how best to manage their mental health needs.
24. To contribute to delivering a vibrant range of activities for service users both on site and in the community.
25. Fulfil the role of keyworker as required, under the direction of a senior member of staff.
26. Ensure that financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.
27. To ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Manchester Council's Safeguarding policies and procedures and report concerns

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regarding vulnerable adults or children to the council, the manager, and the duty/on call manager.

- 28. To assist the manager with the running of the team and the service, ensuring that new staff and service users are welcome and fully informed of their rights and responsibilities.
- 29. Follow the guidance and risk management strategies outlined in risk management plans. Support service users in reducing risks to themselves/others and promote community safety. 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 agreed with service users and involved professions. Report concerns regarding risks to senior staff, the Duty Manager/On Call manager and involved professionals.

**Other:**

- 30. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 31. To be available to work flexibly in order to meet the needs of the agency and the service user. This includes day, evening, weekend and public holidays according to the needs of the service.
- 32. To provide regular verbal and written reports to colleagues.
- 33. To accept support, supervision and guidance from senior colleagues.
- 34. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 35. To comply with and to implement the Equal Opportunities Policy.
- 36. To maintain confidentiality at all times, in accordance with the agreed policy.
- 37. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 38. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 39. To take on the role of shift co-ordinator when required.
- 40. 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
- 41. Any other duties as required.

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## PERSON SPECIFICATION – FEMALE MOVE ON ACTIVITIES WORKER

### South Manchester Mental Health Services

|    | QUALITIES REQUIRED                                                                                                                          | How Assessed             | Essential/ Desirable |
|----|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------|
| 1  | Ability to demonstrate unconditional positive regard and a warm, respectful and person centred approach                                     | Interview                | Essential            |
| 2  | Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the preferences of the individuals         | Interview                | Essential            |
| 3  | Ability to engage with service users, to develop and sustain warm and trusting relationships                                                | Interview                | Essential            |
| 4  | Experience of supporting people with learning disabilities and an understanding of their needs                                              | Application & Interview  | Essential            |
| 5  | Ability to work constructively and co-operatively as part of a consistent team approach                                                     | Interview                | Essential            |
| 6  | Ability to work safely and responsibly without direct supervision in service user's own homes and in the community                          | Interview                | Essential            |
| 7  | Ability to demonstrate initiative, self-motivation and resourcefulness                                                                      | Interview                | Essential            |
| 8  | 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            |
| 9  | Understanding of the person centred aims and principles of Creative Support and ability to put these into practice                          | Application & Interview  | Essential            |
| 10 | Ability to provide emotional and practical support to service users                                                                         | 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                  | Application & Interview  | Essential            |
| 12 | Ability to be trained and use CITRUS breakaway and physical intervention techniques if and when required.                                   | Application & Interview  | Essential            |
| 13 | Ability to support service users with their physical health needs, for which a degree of physical fitness will be required.                 | Application, & Interview | Essential            |
| 14 | Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities                             | Application & Interview  | Essential            |
| 15 | Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc)                                         | Application & Interview  | Desirable            |
| 16 | The ability to supervise junior staff and to deputise for the Service Manager as well as provide on the job coaching                        | Application & Interview  | Essential            |
| 17 | Experience of supporting people with complex health needs (PEG / Epilepsy)                                                                  | Application              | Desirable            |
| 18 | Willingness and ability to work flexibly to meet the needs of the service and participate in Out of Hour on call duties                     | Application & Interview  | Essential            |
| 19 | Willingness to accept feedback and guidance and to attend training courses and events                                                       | Interview                | Essential            |
| 20 | Possession of clean driving license and willingness to drive service user vehicles                                                          | Application & Interview  | Desirable            |

## TERMS AND CONDITIONS – FEMALE MOVE ON ACTIVITIES WORKER

### South Manchester Mental Health Services

|                                                                                                                                                                                                                                           |                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <b>Salary:</b>                                                                                                                                                                                                                            | <b>£13.35 per hour</b> |
| <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.</i> |                        |

#### Hours of Work:

Full time hours are based on a nominal 37.5 hours per week. (part time will be considered, no less than 22.5 hours per week) To be worked flexibly according to operational business needs. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. There is a requirement to take part in the Local On Call Rota for which additional payments are made. When required to work on rota.

#### 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:

20 days plus 8 statutory days pro rata.

#### 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.

#### 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.

#### 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.

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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.

#### **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 your end of probationary review paperwork.

#### **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 **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:**

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month 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

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from time to time. We reserve the right to discontinue, vary or amend its 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

#### **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 on a regular basis to any of the registered charities either large or small.

#### **WeCare Staff 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.

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