

**Creative Support Ltd**

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Social Inclusion Worker

Liverpool Mental Health Services

Reference: 93429

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: 09 September 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 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

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We invest in people Gold



STONEMALL DIVERSITY CHAMPION



JOB DESCRIPTION – SOCIAL INCLUSION WORKER

Liverpool Mental Health Services

Hours: Full time - 37.5 hours per week, according to the needs of the service, including evenings, weekends and public holidays. This will also include work in Liverpool Light, which operates 18:00 until 01:00.

Responsible to: Service Manager and Liverpool Light Project Manager

The Role:

The purpose of the Crisis Night Café is to provide an alternative access point for people requiring out of hours support when experiencing negative symptoms of mental illness, which may result in crisis if support is not received. The café should work as a safety net so that people do not have to access A&E, with the focus being on reducing crisis occurring by early intervention techniques and adequate support provisions. As a Social Inclusion Worker, you will receive referrals from Liverpool Light to provide focused group and 1:1 support, to enable clients to increase their social outlets to reduce the risk of social isolation. A range of activities and support should be delivered across the week meeting the varying needs of client group. You will support service users to enhance their quality of life and to enjoy opportunities for personal development, access to universal services and social inclusion within the wider community, by being the lead worker in running a culturally diverse, and efficient service. Arranging group activities, providing a flexible, person centred approach, promote inclusion, independence, recovery and well-being through outcome focused support and effective partnership working.

Primary Duties

1. To deliver a high quality positive mental health support in the promotion of social inclusion.
2. To plan and develop the activity planner, adding options after consulting with members.
3. To cover additional hours due to annual leave or sickness whenever possible.
4. To ensure that the location area is maintained in an attractive and welcoming state.
5. To maintain health and safety records in an agreed format.
6. To report all accidents and incidents.
7. To address any customers concerns or complaints in a proactive and friendly manner.
8. To be involved in other ad hoc tasks, marketing and promotional activities as required.

Other Duties

1. To facilitate meaningful and individualised opportunities for people with a range of mental health needs (across education, training, employment, leisure, social, cultural, health etc) and to develop effective pathways.

2. To enable people to develop and sustain sources of community support through support to engage in activities and opportunities within the Hub setting, linking in to other service premises within the localities, linked to local community resources (including libraries, community centres, neighbourhood offices, health and well-being centres)
3. To enable people to retain existing roles and to gain new roles through outcome focused support, the development of skills and pathways into relevant agencies such as Job Centre Plus, Employment Placement Workers, Employment Support Workers and Supported Employment Schemes
4. To promote the service user's self-esteem and enable them to express their preferences and to make choices and decisions.
5. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns
6. To facilitate the ability of people to run their own services, including developing and maximising opportunities for service user involvement, peer support, social enterprise and service user-led activity co-ordination
7. To assist the Project Manager in establishing a stakeholder forum and governance group to ensure that the people using the service and their representatives are able to shape and influence service delivery.
8. To positively engage service users in goal setting based on their assessed needs and aspirations. To empower and support service users to make positive changes in their lives and to work towards personal goals, using outcome focused support plans.
9. To support service users to self-manage their own well-being and mental health and to develop Wellness Recovery Action Plans (WRAPs) which promote their recovery and are based on their strengths and coping skills.
10. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans and Wellness Recovery Action Plans (WRAPs) and SDS Plans.
11. 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.
12. To assist the Project Manager in exploring opportunities for supplementary income generation, including non-exploitative social enterprise, funding bids, hire of space and other revenue opportunities
13. To provide short term assistance/intervention to people to achieve personal goals and opportunities relating to self-help, lifestyle/life skills and work related training, courses and education, volunteering, employment, therapeutic interventions, physical health and well-being services, hobbies and leisure, sport/exercise.
14. To develop and maintain effective links into Help Direct to ensure service users can access this source of advice and information.

15. To understand and work in accordance with the aims and objectives of the service specification and local commissioning priorities.
16. To promote equality of opportunity for all service users and to ensure they receive an appropriate service which reflects their age, gender and cultural preferences. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.
17. To maximise the inclusion and access to the service of people with physical and sensory disabilities.
18. To encourage service user's to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.
19. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
20. To work in partnership with the Project Manager to develop and implement strategies to improve access to the service for people in surrounding localities, rural catchments and hard to reach geographical areas.
21. 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.
22. 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.
23. To maintain a warm and responsive approach to families and informal carers, to seek their feedback and encourage them to report any concerns.
24. To take appropriate action in the event of mental health and other emergencies, ensuring that the Project Manager or the Duty/On Call Manager is informed promptly.
25. To follow Health and Safety guidelines carefully and to alert the Team Leader immediately of any concerns in relation to Health and Safety issues. To take care to manage your own safety and safety of colleagues particularly when lone working. To follow all guidelines for lone working and personal safety.
26. To actively participate and contribute to local, regional and national forums as appropriate to ensure organisational learning, the development of good practice and the establishment of networks for sharing innovation.
27. To work in partnership with the Project Manager and development resources to create and implement a communication and marketing plan, based on a detailed stakeholder mapping exercise and utilising a variety of communication media to ensure the service is promoted to as wide an audience as possible.

28. 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.
29. 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.
30. To co-ordinate the maximisation of non-paid staff in the delivery of the service, including the creative use of volunteers and service user-led activities.
31. To actively encourage the development of volunteer skills and opportunities for volunteering activities to lead to paid employment.
32. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
33. To comply with Creative Support's Equal Opportunities Policy.
34. To maintain confidentiality at all times, in accordance with the agreed policy.
35. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
36. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
37. Any other duties as required.

PERSON SPECIFICATION – SOCIAL INCLUSION WORKER**Liverpool Mental Health Services**

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Minimum 1 year experience of working within a frontline mental health service.	Application	Essential
2	Ability to demonstrate a warm and respectful approach to people with mental health difficulties and other needs	Application & Interview	Essential
3	A creative approach to organising group activities of interest to promote social inclusion	Interview	Essential
4	Work closely with Liverpool Light staff to accept referrals to the social inclusion service effectively assessing and managing risk	Application & Interview	Essential
5	Good verbal communication and listening skills	Application & Interview	Essential
6	Ability to instruct and supervise trainees and/or volunteers	Application & Interview	Essential
7	A calm and patient approach to working with people who may be challenging	Interview	Essential
8	Sufficient written and numeracy skills to complete records such as health and safety documents	Application & Interview	Essential
9	Ability to work flexibly, constructively and co-operatively as part of a team, covering the work of colleagues when required	Application & Interview	Essential
10	Ability to demonstrate initiation, motivation, an energetic approach and the ability to work independently and using you own initiative	Application & Interview	Essential
11	Ability to demonstrate initiative, self-motivation and resourcefulness.	Application & Interview	Desirable
12	Professional qualification in Health and Social care and or Mental Health. NVQ level 3 or 4.	Application	Desirable
13	Assist in the development of close links within the community, promoting a greater understanding of mental health issues.	Application	Desirable
14	Take part in the local on call duty rota	Interview	Essential

TERMS AND CONDITIONS – SOCIAL INCLUSION WORKER

Liverpool Mental Health Services

Salary:	Up to £13.65 per hour depending on experience	
	Point One:	£13.45 per hour
	Point Two:	£13.65 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>		

Sleep-Ins:

Support Workers may be required to undertake sleep-ins. Where sleep-ins are undertaken by Support Workers/Supported Living Workers these are paid additionally per sleep-in, over and above the salary for the employee's contracted hours on the basis of the relevant National Minimum Wage (NMW) or National Living Wage (NLW).

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.

Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

Hours of Work:

Full or part time hours will be considered for all roles. Full time hours are 37.5 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) for part-time.

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.

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.

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Birthday Holiday Bonus:

After two year 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.

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.

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** 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 eighteen 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 time's 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 time's 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 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 a regular basis to any of the registered charities either large or small.

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 organisation who had have at least 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 provided will be depended 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.

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.