



**Creative Support Ltd, Head Office**

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**Support Coordinator**

**Reference: 93430**

**Kwanzaa House, South Manchester 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: 08 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](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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| Authorised by: |  | Date Authorised: |  | Page Number: | 1 |
|----------------|--|------------------|--|--------------|---|

## **JOB DESCRIPTION – SUPPORT COORDINATOR**

### **Kwanzaa House, South Manchester Mental Health Services**

**Hours:** Full time hours 37.5 (Must be flexible across the week-Includes daytime, evenings, weekends and public holidays according to the needs of the service).

**Responsible to:** Locality Manager and Senior Managers.

#### **Purpose of the Job**

You will be responsible for the daily running of the mental health service, ensuring that all contract requirements and safety standards are fully met. You will also lead the staff team in delivering high quality, person centred support, along with supporting the team to fulfil their job role within the required expectations.

You will 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. You will also 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).

#### **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.

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|-----------------------|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b> |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>2</b> |
|-----------------------|--|-------------------------|--|---------------------|----------|

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.
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, 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 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 and well-being.
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 Senior Manager or the Duty/On Call Manager is informed promptly.

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

22. To follow Health and Safety guidelines carefully and to alert the Senior Manager immediately of any concerns in relation to Health and Safety issues.
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 Senior Support Worker as required, under the direction of a senior member of staff.

#### **Additional Duties:**

1. To offer informal and formal support and supervision to junior staff, relief staff, students and volunteers as appropriate, under the direction of the Senior Manager.
2. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.
3. To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:
  - Co-ordinating and deploying staff time in such a way as to ensure that service users needs are met and all agreed activities are carried out
  - Delegating tasks and responsibilities as appropriate
  - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
4. To devise duty rota's in accordance with agreed staffing requirements and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.
5. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.
6. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.
7. To take particular responsibility for aspects of health and safety.
8. To participate in the duty on-call service on a rotational basis.

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| Authorised by: |  | Date Authorised: |  | Page Number: | 4 |
|----------------|--|------------------|--|--------------|---|

## Other

1. To notify your Line Manager of planned whereabouts and to submit accurate timesheets weekly.
2. To provide regular verbal and written reports to your Line Manager.
3. To accept regular support and supervision from your Line Manager.
4. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
5. To comply with Creative Support's Equal Opportunities Policy.
6. To maintain confidentiality at all times, in accordance with the agreed policy.
7. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.
8. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
9. To undertake on the role of Shift Co-ordinator when required.
10. 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 may include moving and handling and may involve supporting people with personal care needs
11. Any other duties as required.

**PERSON SPECIFICATION – SUPPORT COORDINATOR**  
**Kwanzaa House, South Manchester Mental Health Services**

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

**TERMS AND CONDITIONS – SUPPORT COORDINATOR**  
**Kwanzaa House, South Manchester Mental Health Services**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                              |                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------|
| <b>Salary:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Up to £14.05 per hour</b> |                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Point One:</b>            | £13.85 per hour |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Point Two:</b>            | £14.05 per hour |
| <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. New starters under 25yrs of age with a degree level qualification will commence on Point One of the above scale.</i> |                              |                 |

**Hours of Work:**

Full time hours. 37.5 Due to the nature of the service there is a need to work flexibly depending on service user needs which include weekends and bank holidays. Lone working included.

**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:**

Contracted 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.

**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.

**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.

**Hospital Saturday Fund:**

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

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|-----------------------|--|-------------------------|--|---------------------|----------|
| <b>Authorised by:</b> |  | <b>Date Authorised:</b> |  | <b>Page Number:</b> | <b>7</b> |
|-----------------------|--|-------------------------|--|---------------------|----------|

### **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.
- Eighteen 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.

### **Annual Rail Ticket:**

Discounted annual rail season ticket plans available to employees through Northern Rail.

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| Authorised by: |  | Date Authorised: |  | Page Number: | 8 |
|----------------|--|------------------|--|--------------|---|

**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:**

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

**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 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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|----------------|--|------------------|--|--------------|---|
| Authorised by: |  | Date Authorised: |  | Page Number: | 9 |
|----------------|--|------------------|--|--------------|---|