

**Creative Support Ltd, Head Office**

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Senior Crisis Support Worker

Reference: 93442

Bradford Mental Health Crisis 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 : 26 August 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

All employees are subject to enhanced DBS checks

INVESTORS IN PEOPLE®
We invest in people Gold



JOB DESCRIPTION – SENIOR CRISIS SUPPORT WORKER

Bradford Mental Health Crisis Service

Hours: Full Time hours - 37.5 hours per week (7.5 hours of administrative related work and 30 hours of on shift work in which you will have to be flexible with the working hours. This includes evenings, weekend and public holidays according to the needs of the service)

Responsible To: Support Co Ordinator and the Team Leader

The Role:

To provide person centred care and support to enable older people with mental health needs and dementia to live as independently as possible in the community. You will engage with service users and build trusting therapeutic relationships. Your role will include visiting service users in their own homes or in other settings and offering personal care and practical and emotional support in accordance with their individual support plan. To work closely with other professionals and agencies to provide a coordinated personalised service which meets the identified needs of individuals, promotes their recovery and maintains their quality of life. To deputise for the support Co Ordinator in all areas including staff supervision and management, undertaking initial assessments and liaising with other professionals and agencies.

Main 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 person'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 respect and promote the rights and entitlements of people with mental health, and to enable them to participate as fully as possible in their communities.
6. To be responsive to the individual needs of service users within the framework of their Person Centred 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
 - Daily living skills
 - Using community resources and facilities
 - Social, leisure and work activities
 - Self organisation and coping abilities

- Personal safety
8. To support people as specified by the Person Centred Plan.
 9. To monitor, review and evaluate individual protocols in line with person centred plan.
 10. To ensure that service users receive all necessary advice, care and regular health checks to ensure their physical health and well being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
 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.
 12. To enable service users to access developmental opportunities, new experiences and challenges, whilst not being exposed to unacceptable risks.
 13. To assist service users in the administration and monitoring of prescribed medication in accordance with the Scheme's Medication Policy.
 14. To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
 15. To take appropriate action in the event of unforeseen emergencies, ensuring that the Support Co Ordinator is informed promptly.
 16. To follow Health and Safety guidelines carefully and to alert the Support Co Ordinator immediately of any concerns in relation to Health and Safety issues.
 17. To contribute to project records and individual case files.
 18. To carry out and record all financial transactions involving service users within agency guidelines.
 19. To carry out general administrative duties, housing management tasks and services as required.
 20. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning meetings.

Additional Duties for Senior Support Worker

21. To offer informal and formal support and supervision to junior staff, relief staff, students and volunteers as appropriate, under the direction of the Support Co Ordinator .
22. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.

23. 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
24. 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.
25. 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.
26. To respond positively and quickly to any complaints or feedback from residents, relatives or other agencies.
27. To take particular responsibility for aspects of health and safety
28. To attend reviews and referrals with families, other agencies and service users

Other

28. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
29. To provide regular verbal and written reports to colleagues.
30. To accept support, supervision and guidance from senior colleagues.
31. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
32. To comply with and to implement the Equal Opportunities Policy.
33. To maintain confidentiality at all times, in accordance with the agreed policy.
34. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.
35. To identify training needs in discussion with 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.** To take on the role of shift co-ordinator when required.
- 38.** 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.
- 39.** 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.
- 40.** 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.
- 41.** Any other duties required.

PERSON SPECIFICATION – SENIOR CRISIS SUPPORT WORKER**Bradford Mental Health Crisis Service**

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Good written and verbal communication skills to contribute to record keeping to an acceptable standard.	Interview	Essential
2	Good interpersonal skills to maximize working relationships with the team and other colleagues	Interview	Essential
3	A good understanding of learning disabilities and equal opportunities	Application & Interview	Essential
4	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
5	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
6	Ability to work without direct supervision with service users	Application & Interview	Essential
7	Ability to devise appropriate support plans in liaison with service users and other agencies	Application & Interview	Essential
8	An understanding of aims and principles of Creative Support	Application & Interview	Essential
9	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Application & Interview	Essential
10	At least 1 years' experience of working with people with mental health conditions and working as a member of a team	Application	Essential
11	NVQ Level 2/3 In Health and Social Care	Application	Essential
12	Experience of liaising with other agencies and attending multi-agency meetings and CPA reviews	Application & Interview	Essential
13	Supervisory experience and/or ability to supervise junior staff including assessing individual needs and developing support plans	Application & Interview	Essential
14	Experience of writing professional reports	Interview	Desirable
15	A warm, respectful and positive approach to working with service users	Interview	Essential
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	Ability to support service users with their physical health needs, for which a degree of physical fitness will be required	Application & Interview	Essential
19	Willing to participate in regular supervision with line manager	Interview	Essential
20	Possession of clean driving license and ownership of a car and willingness to use the car for business process	Application	Desirable

TERMS AND CONDITIONS – SENIOR CRISIS SUPPORT WORKER

Bradford Mental Health Crisis Service

Pay Structure:

Salary:	Up to £13.45
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:

Full time (37.5 hours) or part time hours, to be worked flexibly including evenings, weekends and sleep-ins.

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.

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.

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.

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:

CoverLetter Page 7 of 10			
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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 **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 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 months of 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 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

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 from your pay on a regular basis to any registered charities.

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 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 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.

CoverLetter Page 9 of 10			
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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.

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.

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