

**Creative Support Ltd**

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Support Worker**Reference: 94088**

South Manchester Mental Health 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: 01 October

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

A handwritten signature in black ink, appearing to read 'A. White', written over a light blue horizontal line.

Recruitment Department*Exempt from section 72e of the SDA*

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JOB DESCRIPTION – Support worker



Hollinsclough Close

Hours: Full time and part time positions available (2x 37.5 hours, 1x 22.5 hours)

Location: Wythenshawe

Responsible to: Team Leader and Senior Support Worker

The Role:

We are looking for someone who is approachable and warm and able to connect with the adults (aged 18-35) we support at our mental health service in South Manchester. This person will support service users to develop their skills and knowledge so that they can go on to live more independently in the community. This individual will also support the tenants at the service to sustain their tenancies through encouraging them to develop their independent living skills and helping them to navigate any tenancy related issues. The successful candidate will have the ability to identify areas that a service user needs support with, work with them to devise an individual support plan for their placement, and support the individual to implement this plan. The person will be able to work collaboratively and creatively with tenants. They will also be non-judgemental, able to relate to the issues that the adults at our service face, have a laid back approach, be a good listener, be able to use their initiative, and be comfortable lone working and alongside others.

This opportunity is perfect for someone who is interested in an exciting career in mental health, where you are assisted in developing your skills as a support worker through close supervision, corporate training, and working as part of an experienced staff team.

Main 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. Promote positive engagement with male clients both at the service and with relevant community services.
4. Have a good understanding of men's mental health needs and an ability to promote positive wellbeing to the men residing at the service.
5. To respect the client's right to privacy and to ensure that their dignity is maintained at all times.
6. 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.
7. 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.

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8. 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.
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.
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 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.

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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.

**PERSON SPECIFICATION – Support worker
South Manchester**



Skills and Knowledge

Requirement

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|---|-------------------------|
| <p>1. Ability to demonstrate a warm, caring, person centred and affirmative approach to people with mental health needs.
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>2. Good communication skills and ability to listen sensitively to others
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>3. Ability to engage with service users, to develop and sustain warm and trusting relationships
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>4. Ability to demonstrate basic insight and understanding into the needs of people with mental health needs
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>5. Written communication and IT skills sufficient to contribute to record keeping systems.
Assessed by Application Form and Interview</p> | <p><i>Essential</i></p> |
| <p>6. Ability to work well as part of a team
Assessed by Interview</p> | <p><i>Essential</i></p> |
| <p>7. Ability to work safely and responsibly without direct supervision
Assessed by Interview</p> | <p><i>Essential</i></p> |

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8. **Ability to demonstrate initiative, self motivation and resourcefulness**
Assessed by Interview *Essential*
9. **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**
Assessed by Interview *Essential*
10. **Understanding of the person centred aims and principles of Creative Support and ability to put these into practice**
Assessed by Application Form and Interview *Essential*
11. **Ability to demonstrate respect for difference and diversity.**
Assessed by Application Form and Interview *Essential*
12. **Ability to provide emotional and practical support to service users**
Assessed by Application Form and Interview *Essential*
13. **A non judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours**
Assessed by Application Form and Interview *Essential*
14. **Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual**
Assessed by Interview *Essential*
15. **Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks**
Assessed by Interview *Essential*

Experience and Qualifications

17. **Experience of supporting people with mental health needs**
Assessed by Application Form *Desirable*
19. **Life experience and confidence in relating to people from a wide variety of backgrounds**
Assessed by Application Form and Interview *Essential*
18. **Possession of Diploma or other relevant social care qualification**
Assessed by Application Form *Desirable*

Other

21. **Warm, caring, respectful and positive approach when working with service users**
Assessed by Interview *Essential*
22. **Willingness to work flexible hours, including weekends according to needs of agency and service users**

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- Assessed by Interview *Essential*
- 23. Willingness to attend training courses and events as required**
Assessed by Interview *Essential*
- 25. To have a clean driving licence and access to a car**
Assessed by Application Form *Desirable*

Salary : £12 per hour (37.5 hours per week, part time roles will be considered)

Waking Nights:

All waking nights attract an additional payment of **50 pence per hour** for each night actually worked. This is paid to all staff who work nights whether on the basis of regular waking nights, periodic night duty, internal rotation or occasional night duty.

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.

Bonus:

Employees will be awarded a one off bonus payment of £100.00 (pro-rata for employees who are contracted to work less than 18.5 hours per week) once they have successfully completed their probationary period, which is subject to the following:

- Attendance is satisfactory
- End Probationary Review is satisfactory
- Induction Checklist is complete
- Line Managers recommendation

Level 2 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 Health and Social Care Diploma. If you hold NVQ 2 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.

Hours of Work:

Full or part time hours. Full time hours are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service. Part time hours to be agreed subject to a minimum of 22.5 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.

Holidays:

20 days plus 8 statutory days pro rata.

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.

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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 not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension and Life Assurance:

Creative Support operates an auto-enrolment pension scheme with the People's Pension. All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary. There are some exemptions to this cover so please ask for further details on commencing employment.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Employee Counselling Service:

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

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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