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Discharge Support Worker (PT)

Reference: 94109

Greater Manchester Ward-Based Support 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: 22 October 2026

Once you have submitted your application form, please 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.

JOB DESCRIPTION – DISCHARGE SUPPORT WORKER
Greater Manchester Ward-Based Support Service

Hours: Part time, maximum of 32.5 hours per week. To be worked predominantly between 09:00 and 17:00; may include evenings, weekends, and bank holidays, according to the needs of the service

Responsible To: Senior Discharge Support Worker

The Role:
The role will provide an outcome-focused support service for people who are identified as being ready to move on from hospital. Priority will be given to people subject to CPA/Section 117 and those who are experiencing delayed discharge. The purpose of this role is to work to source and secure accommodation on behalf of the individuals referred - working with the individual, a range of mental health professionals and a number of housing providers (both social and private). The role will provide advice and guidance as to the range of possible housing and support options including support to locate and resettle into an independent tenancy with support from local Mental Health Floating Support Services, who will then provide a programme of planned support to continue to sustain tenancies.

To ensure this is achieved in a timely fashion, the Discharge Support Worker will help to find pathways between mental health care providers (in-patient and community) and local housing providers (both social and private/non-statutory organisations) for individuals who have been identified as at a being stage in their recovery where they can sustain an independent tenancy.

Main Duties

1. Create positive, person-centred relationships with service users and their support network

2. Carry out assessments to identify housing/support needs and develop Personal Pathway Plans

3. Participate in reviews to ensure information and needs/risks remain current

4. Providing direct support/practical assistance in accordance with assessed housing/wellbeing needs and support plans (including skill development)

5. Advising and supporting individuals in accessing housing and support options which reflect their needs and support their personal journey to recovery

6. Providing benefit screening, benefit applications, advising of the financial implications of housing options and support for necessary financial planning/budget development (including negotiating repayment plans for debts)

7. Positive management of risks associated with moving into the community (including effective communication/record keeping)

8. Proactively identify suitable move-on options for those in hospital (including making links with floating support services to prioritise referrals & use our initial assessments/plans)

9. Working to secure properties that meet the needs of individuals, by joint working with local housing providers and mental health professionals

10. Identifying support options for individuals from all available statutory, voluntary and peer-led sources (on a referral and signposting basis)

11. Ensuring a smooth transition between hospital and home through initial floating resettlement support (including linking in with community resources)

12. To participate in any planning or review meetings as required

13. Handing over of service users into the new support service when appropriate/resettled

Other Duties

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. 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.

10. Any other duties as required.

PERSON SPECIFICATION - DISCHARGE SUPPORT WORKER
Greater Manchester Ward Based Support Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Experience of providing practical support to individuals with mental health needs	Application & Interview	Essential
2	Relevant qualification (e.g. social worker, RMN)	Application & Interview	Desirable
3	An understanding of the benefit system with the ability to complete benefit application forms	Interview	Desirable
4	Experience working with housing providers to support individuals tenancies and a knowledge of local provision	Interview	Desirable
5	Good verbal communication skills and interpersonal skills	Interview	Essential
6	Good written communication skills, with an ability to contribute to a record keeping system	Application Form	Essential
7	A common sense approach to problem solving and an ability to respond effectively in to crisis or distressing situations	Interview	Essential
8	Ability to liaise in a professional manner with other agencies	Interview	Essential
9	A warm approach and ability to positively engage service users	Interview	Essential
10	Willingness to respond positively to instructions and guidance from senior colleagues	Interview & references	Essential
11	Ability to work independently and without direct supervision	Application & Interview	Essential
12	A common sense approach to problem solving and an ability to deal with conflict and distress	Application & Interview	Essential
13	Willingness to work flexible hours according to needs of service by mutual agreement	Interview	Essential
14	To have a clean driving licence and access to a car	Application Form	Desirable

TERMS AND CONDITIONS – DISCHARGE SUPPORT WORKER
Greater Manchester Ward Based Support Service

Salary:	**£13.50 per hour**
Please Note: *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.*	

Hours of Work:
Part time: maximum of 32.5 hours per week. Hours are to be worked predominantly 9am to 5pm; may include, weekends, and bank holidays according to the needs of the service.

Holidays:
20 days plus 8 statutory days pro rata.

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.

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

Birthday Holiday Bonus:
After two years 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.

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 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 pays for the first three working 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 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 was 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 number 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.

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.