Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Support Worker

Reference: 96155

Stockport Community 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: 20 November 2026

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

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 very much look 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

JOB DESCRIPTION – COMMUNITY SUPPORT WORKER
Stockport Community Services

Hours: Full time (37.5 hours per week) to be worked flexibly as per the needs of the service

Accountable to: Support Coordinator and other senior colleagues

The Role:
We require a dynamic, caring, forward thinking person to provide individualised person-centred support to people with mental health needs in their own homes and in the community. You will support service users to build meaningful and satisfying lives through the provision of flexible and personalised support. You will work in partnership with service users to enable people to take active control over their lives and to make progress towards personal goals. You will work in an anti-discriminatory manner, ensuring that the rights and entitlements of service users are respected at all times. You will promote self-esteem, independence, social inclusion and a sense of personal identity separate from illness and disability. The successful applicant will be able to think on their feet, work under their own initiative at times and respond to situations with a proactive attitude. As you will be lone working you will be self-motivated and work with integrity.

Main Responsibilities/Duties:

1. To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.

2. To work closely with service users with Mental Health and associated Needs to develop person centred plans that are unique to the individual and reflect their personality, choices, preferences and which are focused on developing new skills and maintaining an excellent quality of life.

3. To respect the service user's right to privacy and to ensure that their dignity is maintained at all times.

4. To advise, encourage and support service users so as to maximise their self-care and independent living skills.

5. 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/advice agencies.

6. To support service users in meeting their cultural and spiritual needs and in expressing their personal identity.

7. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans and person-centred plans.

8. To advise and support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.

9. To carry out holistic assessments of need and devise appropriate person-centred focused support plans and comprehensive risk assessments in full consultation with service users, senior staff members and other agencies. To ensure support plans are reviewed and evaluated and also amended in accordance with changing needs, presenting risks and individual preferences.

10. 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.

11. 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.

12. To respect and promote the rights and entitlements of people with mental health needs, learning disabilities, physical disabilities and acquired brain injury, and to enable them to participate as fully as possible in their communities.

13. To enable service users to become as independent as possible and to grow in confidence, competence and personal effectiveness, through the provision of practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

14. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and interventions as specified by the person-centred Plan.

15. 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.

16. 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, employment and educational opportunities and enjoy the rights and responsibilities of citizenship.

17. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To support service users in reducing risks to themselves/others and to promote community safety. To 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 & opportunities within a positive risk management approach which has been agreed with the service user and other agencies. To promptly & professionally report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

18. To understand mental capacity and decision making and work with partner agencies, families and services users to ensure that where best interest decisions have been made that these are upheld and reviewed on a continuous basis

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. To maintain a warm and responsive approach to families and to report their feedback and concerns.

20. To take appropriate action in the event of emergencies, ensuring that the Line Manager and the Service Manager or the Duty/On Call Manager is informed promptly.

21. To follow Health and Safety guidelines carefully and to alert the Line Manager immediately of any concerns in relation to Health and Safety issues.

22. To ensure that accurate records are kept in the prescribed format. To clearly and professionally document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies. To comply with confidentiality and data protection requirements.

23. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Stockport Metropolitan Borough Council's safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.

24. To fulfil the role of Key Worker as required, under the direction of a senior member of staff.

Other:

25. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

26. To be available to work flexibly in order to meet the needs of the agency and the service user. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

27. To provide regular verbal and written reports to colleagues.

28. To accept support, supervision and guidance from senior colleagues.

29. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

30. To comply with and to implement the Equal Opportunities Policy.

31. To maintain confidentiality at all times, in accordance with the agreed policy.

32. To identify training needs in discussion with Line Manager and to attend training events and courses as required.

33. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

34. To take on the role of shift co-ordinator when required.

35. Any other duties as required.

PERSON SPECIFICATION – COMMUNITY SUPPORT WORKER

Stockport Community Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, caring, person centred and affirmative approach to people with mental health needs and learning disabilities	Interview	Essential
2	Good communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate basic insight and understanding into the needs of people with mental health needs and learning disabilities	Interview	Essential
5	Excellent written and verbal English skills and ability to listen sensitively to others	Interview	Essential
6	Ability to use IT systems to maintain record keeping and communications systems	Application & Interview	Essential
7	Ability to work constructively and co-operatively and collaboratively as part of a team	Interview	Essential
8	Ability to work safely and responsibly without direct supervision in service user's own homes, within supported housing and residential care settings and in the local community	Interview	Essential
9	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	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	Interview	Essential
11	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
12	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
13	Ability to provide emotional and practical support to service users	Application & Interview	Essential
14	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	Application & Interview	Essential
15	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
16	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
17	Ability to support service users in the administration and monitoring of prescribed medication in accordance with the Corporate and Local Medication Policies	Interview	Essential
18	Understanding of recovery focused support and principles of Creative Support and ability to put these into practice	Application & Interview	Essential

	QUALITIES REQUIRED CONTINUED	How assessed	Essential or Desirable?
19	The ability to demonstrate respect and understanding for difference and diversity and to hold people in positive regard at all times	Application & Interview	Essential
20	Ability to provide emotional and practical support to service users	Application & Interview	Essential
21	Experience of providing care, support or other services to people with a variety of needs	Application & Interview	Essential
22	Experience of supporting people with mental health needs, learning disabilities, physical disabilities and acquired brain injuries	Application Form	Desirable
23	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
24	Possession of Diploma level 3 or other relevant social care qualification	Application Form	Desirable
25	Warm, caring, respectful and positive approach when working with service users	Interview	Essential
26	Willingness to work flexible hours over a 24 hour period, including evenings, split shifts, weekends and bank holidays, according to needs of agency and service users	Interview	Desirable
27	A good level of personal fitness and health to ensure that our service users are able to have appropriate support to meet their needs This may include pushing wheelchairs and using hoists and taking part in leisure activities, of which a degree of physical fitness will be required	Application, Pre-Emps & Interview	Essential
28	Willingness to attend training courses and events as required	Interview	Essential
29	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
30	To have a clean driving license and access to a car for work use	Application Form	Desirable

TERMS AND CONDITIONS – COMMUNITY SUPPORT WORKER
Stockport Community Services

Salary:	**£12.85 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:
Full 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.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed. Your performance due in probationary period will be assessed against the job description, person specification and competency framework of this role.

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.

Holidays:
25 days plus 8 statutory days pro rata.

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.

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 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 six 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 Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

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.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR

Department for a copy of this.