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Support Coordinator

Reference: 90724

Warrington 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: 12 November 2026

Once you have submitted your application form allow *14 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

Please note that all employees are required to complete an enhanced DBS check.

JOB DESCRIPTION – SUPPORT COORDINATOR
Warrington Services

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

Responsible to: Registered Manager and Area Manager.

The Role:
You will be responsible for the operational management of one high quality supported living service located in Winwick, Warrington. You will ensure that the service provided is responsive to the needs and preferences of service users and their families. You will ensure that all contract requirements and expectations are fully met.

You will ensure that service users receive individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.

Main Duties:

1. Ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self-esteem, happiness and emotional health.

2. Ensure that staff encourage and support service users in expressing needs, views and concerns. Enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.

3. Ensure that staff respect and promote the rights and entitlements of people with learning disabilities and autism and enable them to participate as fully as possible in their communities. Ensure that service users are offered access to sources of independent advocacy and advice.

4. Ensure that the service supports service users in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests and aspirations of service users. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.

5. Promote a warm, positive approach to friends and families of service users. Involve families and partners in support planning, in accordance with service user preferences.

6. Ensure that service users are enabled to gain independence, confidence and competence. Achieve this through practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

7. Coach staff in using appropriate strategies and interventions, as specified by Person Centred Plans, to support people who express frustrations and needs with behaviour that challenges through positive behavioural support planning and processes. Act as role model with regard to issues around authority, personal conflict and responsibility.

8. Devise and implement detailed management guidelines, individual programmes and protocols for managing behaviour that challenges services.

9. Ensure that service users receive advice, care and regular health checks to maintain their physical and emotional wellbeing. Promote nutrition, relaxation, exercise and healthy lifestyles.

10. Ensure that medication is administered and recorded as prescribed. Organise safe procedures for collection, storage and administration of medication within agency guidelines. Report side effects or failure to take medication to the prescribing doctor.

11. Observe and monitor service users' emotional and physical wellbeing and inform relevant staff and agencies of concerns or significant changes in their needs, behaviour and circumstances.

12. Ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.

13. Ensure that staff conduct and record financial transactions involving service users within agency guidelines. Ensure that service users are enabled to be as independent as possible in management of personal finances. Ensure that they obtain their full benefit entitlement and are given advice and assistance regarding budgeting, payment of bills and avoidance of debt.

14. Promote anti discriminatory practice and ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.

15. Ensure that specific needs of service users with additional problems, including physical health needs and disabilities, communication and mental health needs, are fully identified, assessed and responded to as appropriate.

16. Ensure that service users have regularly reviewed and evaluated communication passports, risk assessments, Personal Support Plans and person centred plans. Monitor content, implementation and effectiveness of plans. Ensure that service users have a keyworker/co-worker and act as nominated keyworker as appropriate.

17. Ensure that service users receive appropriate and adequate care and support to meet individual needs, drawn from external and internal resources. Ensure that service users are effectively linked into Care Management mechanisms and have identified statutory Key Workers.

Staff Management:

1. Manage staff to ensure the highest levels of performance and standards of work are achieved.

2. Plan to meet service user needs following Personal Support Plans by:
    - Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
    - Delegating tasks and responsibilities as appropriate
    - Ensuring that duties are carried out as prescribed and that quality standards are fulfilled
    - Ensuring that all planned service user activities take place and that all individual programmes are followed.

3. Have a clear vision for the provision of learning disability services consistent with the philosophy of the agency. Articulate and reinforce this vision, ensuring that it is embedded in actual practice. Ensure that staff understand and are committed to the values and objectives of the service and Creative Support.

4. Co-ordinate and deploy staff resources efficiently to meet service user needs and service requirements.

5. Generate and maintain a customer focused ethos at all times and ensure excellent working relationships with the multi-disciplinary team.

6. Ensure that staff receive personal support, supervision and appraisal. Take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.

7. Ensure that staff training and development needs are identified and met. Participate in planning and delivery of staff training and development activities. Act as Diploma assessor for staff undertaking Diploma programmes. Coach, train and supervise nursing, social work and other students on placements and contribute to agency training initiatives.

8. Organise and chair team meetings, ensuring a cooperative and cohesive team spirit and a culture of open and honest communication.

9. Promote and nurture best practice and brief staff regarding wider policy and practice issues.

10. Participate in recruitment and selection of staff, under direction of the Service Manager and Registered Manager.

Project Management and Administration:

1. Be accountable for the quality of the service and to ensure that it meets required quality standards and requirements of Creative Support, Social Services Department, CQC and other stakeholders.

2. Promote effective joint working with partner agencies and ensure that service objectives are agreed. Ensure that excellent communications are maintained.

3. Ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors. Promote health and safety awareness. Assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.

4. Encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. Promote a positive attitude to complaints. Ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.

5. Maintain effective administrative procedures and financial control systems in liaison with Service Manager and the Finance Department. Ensure that matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures*' and monitor carefully all financial arrangements and transactions.

6. Help develop and participate in monitoring and evaluation procedures. Assist in the formal review of your schemes at regular intervals. Collect and collate relevant statistical information including client contact hours. Develop and participate in outcome evaluation for clients.

7. Assist the Service Manager in management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Manager. Ensure that voids in supported housing are

kept to the lowest possible level and that income generation is maximised. Ensure that rent accounting, petty cash and book-keeping procedures are maintained to required standards.

8. Ensure that properties managed by Creative Support are maintained. Ensure that repairs are carried out promptly and that housing services are efficiently and effectively carried out.

9. Establish and maintain positive working relationships with local professionals and services. Contribute to effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.

10. Facilitate the involvement of service users, carers and representatives in the development and management of services. Promote Creative Support, its services and activities to service users, carer, other agencies and the general public.

11. Notify local agencies of vacancies within the project, and to seek appropriate referrals to maximise service outcomes. Assess referrals and discuss them at Allocation Panels.

General Duties:

1. Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.

2. Accept support, supervision and guidance from senior colleagues.

3. Identify own training needs with line manager and attend training events and courses.

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

5. Ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

6. There is a requirement to support service users with daily living skills and individual activities, including moving and handling.

7. Work flexibly to meet the needs of the service. This may include day, evening, weekend, sleep in shifts or occasional waking nights and possible split shifts. You will be required to take part in the local on call on a regular basis.

8. Take on the role of shift co-ordinator when required.

9. Any other duties as required.

PERSON SPECIFICATION – SUPPORT COORDINATOR

Warrington Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least two years' experience of providing care and support to people with learning disabilities and other needs	Application Form	Essential
2	Experience of staff supervision and management	Application	Desirable
3	A relevant professional qualification or commitment to work towards achieving a relevant qualification (e.g., RNLD, DipSW, NVQ III)	Application & Interview	Essential
4	Degree level academic qualifications / management qualifications	Application Form	Essential
5	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
6	Excellent written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
7	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
9	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
10	Conduct support and risk assessments and devise Support and Risk Management Plans accordingly	Interview	Essential
13	Promote anti-discriminatory practice at the service	Interview	Essential
14	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
15	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
18	Familiarity with current government policy, CQC guidance and accepted good practice in the provision of learning disability services	Interview	Essential
19	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
20	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc).	Application & Interview	Essential
23	Willingness to work flexibly to meet the needs of the agency and service users	Interview	Essential
24	A clean driving licence and access to a car	Application & Interview	Desirable

TERMS AND CONDITIONS – SUPPORT COORDINATOR
Warrington Services

Salary:	**Up to £13.70 per hour depending on experience**	
	Point One:	£13.60 per hour
	Point Two:	£13.70 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 are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to meet the needs of the service.

Holidays:
25 days plus 8 statutory days (pro rata) for part-time.

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.

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

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 your completed end of probationary paperwork has been submitted.

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 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.

Vaccination Policy:
We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:
Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, with 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. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, 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 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 and optical care, as well as physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

Achieve Q Staff 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:
You will receive a £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:
We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 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 depended on your hours worked.

Company mobile phone and laptop:
If applicable to your job role, 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's 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.