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Extra Care Support Coordinator

Reference: 77664

Tameside Extra Care Services

Thank you for your interest in the above post. Please find the specific duties and role requirements for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV in lieu of a completed application form.

Closing Date: 28 November 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 very much look forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – EXTRA CARE SUPPORT COORDINATOR

Tameside Extra Care Services

Hours: Full time hours (37.5 hours per week) to be worked flexibly according to the needs of the extra care services. It is a core expectation that you will be based at the service, and work early shifts, evening shifts and on weekends. This will be according to the needs of the service, with waking watches in cases of emergency. You will provide direct care and support within a defined number of on rota hours.

Responsible to: Extra Care Registered Manager, Operations Manager and Service Director and other senior colleagues

The Role:

You will assist the Extra Care Manager and Registered Manager in ensuring an empowering service which meets the needs of our clients and works with the service user's families and friends to promote a positive atmosphere. Other aspects of the role include, but are not limited to, providing support with personal care and domestic tasks, and supporting individuals to access work, education and social opportunities.

Main Duties:

1. With support from the Extra Care Registered Manager and other senior colleagues you will ensure that CQC care standards are met and the highest level of customer service is provided.

2. Lead shifts, ensuring the support staff effectively meet the needs of clients and promote a positive atmosphere within the scheme.

3. Assist clients with activities of daily living including shopping, meal preparation, domestic tasks, laundry and ironing, finance management and participation in community activities.

4. Provide direct respectful and dignified personal care and the use of mobility aids including support clients with washing, dressing and toileting.

Service Management Duties:

1. Maintain a person centred and flexible service that promotes privacy, dignity, independence and preferences of clients.

2. Match staff to clients, taking account of their needs, preferences (including gender preferences), interests and lifestyle. Ensure that clients with complex needs have a Key Worker with the appropriate skills and personal qualities.

3. Ensure that clients have regularly reviewed and evaluated person centred care plans. Monitor content and implementation of plans and satisfaction of clients with their planned and delivered care. Ensure that the service is appropriate and responsive to the changing needs and preferences of clients.

4. Ensure that clients receive appropriate, high-quality care and support to meet their needs, drawn from internal and external services available.

5. Ensure that clients maintain existing skills and that staff promote re-enablement and maximises independence.

6. Ensure appropriate 24-hour response in the event of emergencies and requests for assistance via emergency alarm/pull cord system or other means. Ensure that staff understand their duty

of care in respect of medical and other emergencies and are confident in contacting emergency and on-call services.

7. Ensure that clients are supported in managing their physical and emotional wellbeing and meeting their health care needs. Ensure that clients receive prompt medical attention for physical or mental health concerns. Promote regular health care checks and effective management of long-term health conditions. Enable clients to make healthy lifestyle choices and stay active and engaged with others.

8. Ensure client support with ordering, taking and storing prescribed medication. Liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported. Ensure that medication ordered on behalf of clients is checked, recorded and safely stored. Ensure that staff are competent in supporting clients with medication, that they encourage clients to self-medicate where possible and that where direct assistance is required staff follow guidelines for administration and recording outlined in the client's prescription, their Care Plan and Creative Support's Medication Policy.

9. Enable clients to plan and experience dignified, comfortable and person-centred end of life care which meets their preferences and cultural, spiritual and other needs.

10. Promote warm, respectful and trusting relationships with clients and families and encourage them to express needs, views and concerns. Ensure involvement of families in planning and reviewing care and support according to client preferences.

11. Ensure that staff respect individual rights and entitlements of clients and ensure that people requiring external advice, representation and advocacy are referred to appropriate services.

12. Ensure positive promotion of the scheme and client use of community resources and integration into the community. Promote an atmosphere which is tolerant, inclusive and free from racism, discrimination, bullying and harassment and encourage respect for human rights, difference and diversity.

13. Encourage assistive and personal technologies to increase independence and enhance quality of life. Ensure that emergency buzzers, pull cord/pendant alarm systems, assistive technologies/telecare and mobility aids/equipment are inspected and fully functioning and that staff and clients are trained in their use. Ensure that relevant contact numbers are accessible to staff to report faults with systems/equipment.

14. Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Tameside Council's safeguarding policy and procedures and immediately report concerns regarding vulnerable adults or children to the Council, the Registered Manager and the Duty/On Call Manager.

15. Encourage customer feedback and suggestions for improving services and promote a positive attitude to complaints. Ensure that complaints are investigated in line with Creative Support procedures and that timely and appropriate action is taken.

16. Maintain excellent working relationships with professionals and services in Tameside. Maintain excellent communication and partnership working with colleagues and stakeholders. Contribute towards effective joint working by maintaining high standards of communication and by participating in working groups and fora.

Staff Management Duties:

1. Guide support staff to ensure that the highest levels of performance and standards of work are achieved during shift leading, ensuring that the service is delivered in accordance with individual care plans, the contract specification and CQC requirements.

2. Potential to undertake additional staff management duties, which could include co-ordinating staff efficiently and flexibly to meet identified needs and plan rotas fairly at least 4 weeks in advance, as well as monitoring and assessing attendance, reliability, performance, values and competence of staff through supervision, direct observation and feedback from clients and stakeholders.

3. Ensure that staff are committed to the core values, specification and expected outcomes of the Extra Care Service and Creative Support.

4. To partake in providing a 24-hour local on-call service along with your senior colleagues. This includes completing on call on evenings, weekends and bank holidays. You will be part of a local on call rota that is allocated fairly and flexibly amongst the senior team.

Other Duties:

1. Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

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

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

4. 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

5. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support clients with daily living skills and individual activities which will include moving and handling.

6. Identify own training needs in discussion with line manager and attend training events and courses as required.

7. Any other duties as required.

PERSON SPECIFICATION – EXTRA CARE SUPPORT COORDINATOR

Tameside Extra Care Services

	REQUIRED QUALITIES & KNOWLEDGE	How Assessed	Essential/ Desirable
1	Practitioner experience, skills and knowledge in services for older people, people with dementia, mental health needs, physical disabilities and/or learning disabilities	Application & Interview	Essential
2	Experience of supervising and being a role model to staff and plan rotas to meet the needs and preferences of clients	Application & Interview	Essential
3	A warm, person centred and respectful approach to working with older people	Interview & Application	Essential
4	Ability to assess needs and devise and implement outcome focused care/support plans	Application & Interview	Essential
5	Ability to work positively and collaboratively with colleagues, clients and their families, professionals and stakeholders	Interview	Essential
6	Skills and confidence in networking and developing partnerships with external colleagues and agencies	Interview	Essential
7	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
8	Ability to produce high quality written reports within deadlines	Application & Interview	Essential
9	Excellent IT skills with the ability to contribute to a computerised record keeping system	Application	Essential
10	Working knowledge of computer applications and ability to use computerised record keeping system	Application	Essential
11	A commitment to equal opportunities and the promotion of anti-discriminatory practice	Application & Interview	Essential
12	Willingness to work flexible hours to meet the needs of the service	Application & Interview	Essential
13	To have NVQ Level 2 as a minimum and be committed to undertaking NVQ level 3.	Application & Interview	Essential
14	You will be part of a local on call rota that is allocated fairly and flexibly amongst the senior team.	Interview	Essential
15	A full clean UK driving license and access to a car.	Application	Desirable

TERMS AND CONDITIONS – EXTRA CARE SUPPORT COORDINATOR
Tameside Extra Care Services

Salary:	**Up to £14.65 per hour**
	Point One – £14.45 per hour / £28,177.50 per year
	Point Two – £14.65 per hour / £28,567.50 per year
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, 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.

Holidays:
20 days plus 8 statutory days. If part-time these will be pro-rata to working hours.

Bank Holiday Enhancements:
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.

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.

Adult Care Certificate and Health & Social Care Diplomas:
All employees will be required to undertake and complete our Induction Pathway. Following the successful completion of the probationary period staff are automatically enrolled onto the Level 2 Adult Care Certificate or Level 3 Health and Social Care Diploma. If you already hold the Care Certificate or Diploma level 2/3 Health and Social Care or equivalent you will not need to do the award again, but we may support you to undertake other relevant professional qualifications

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks. DBS disclosures must be renewed every 3 years unless you have subscribed to the update service. Creative Support will pay for DBS checks.

Probationary Period:
The first four months will constitute a probationary period. When this is successfully completed, future 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 not 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:
Staff become members of a non-contributory group life assurance scheme after 6 month's employment. This scheme provides a death in service benefit equivalent to 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.

Welfare Fund:
We offer confidential non-repayable welfare grants up to £350 to employees experiencing hardship.

Hospital Saturday Fund:
You can join the Hospital Saturday Fund and pay your subscription through your salary. This is an easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy. There is a choice of membership fees and benefits.

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 Creative Support 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:
Vouchers are awarded in the December following the 10th, 15th, 20th, 25th and 30th year anniversary of your continuous service date with Creative Support (£100, £150, £200, £250, £300 respectively).

Retirement Awards:
We offer £100 bonus should you choose to retire from employment with Creative Support. Eligible for all permanent contracted employees with at least two year's continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £200 (£100 worth of vouchers when their friend starts work and another £100 worth of vouchers when their friend passes their probationary review after four months of employment.)

Welcome Back Grant:
£200 worth of vouchers for employees who return to Creative Support at least six months after resigning from their original post.

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 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 company business. We will reimburse the costs incurred on company business on receipt of authorised claim forms. If you use a car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection.

EDI & LGBTQ+ Employee 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.