Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Recovery Support Worker

Reference: 88488

Leicestershire MH 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: 25th November 2026

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,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – RECOVERY SUPPORT WORKER
Leicestershire MH Services

Hours: **Full time (37.5 hours per week) and part time hours (22.75 hours per week).** Hours to be worked flexibly on a rota which may include evenings, nights, weekends and bank holidays according to the needs of the service.

Responsible to: Registered Manager and Senior Support Worker

The Role:

You will work closely with individual service users and their wider support networks, to develop and deliver the highest level of quality care. You will consistently engage with the individual needs of our service users, and you will be enthusiastic about promoting their positive mental health and emotional wellbeing in all that you do.

Main Duties

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

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

3. To be flexible and responsive to the needs of service users as directed by their Individual Support Plans.

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

5. To provide a positive role model for the services users at the project and in the wider local community by working in a professional and approachable manner

6. To promote the service user's self-esteem and enable them to express their preferences and make choices and decisions.

7. 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.

8. To advise, encourage and support service users to maximise their independent living skills.

9. 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 agencies.

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

11. To encourage service users to identify their strengths and interests and to support service users in accessing social, leisure, education and work activities.

12. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.

13. To advise and assist service users in obtaining appropriate move-on accommodation which meets their needs and enables them to make progress towards greater independence.

14. To encourage service users to take as much responsibility as possible for their own physical and mental health and to access primary health care and other services.

15. To assist in monitoring service users' mental health and general well-being and to inform the Manager/Support Co-ordinator, CPN/Care Manager and relevant agencies of any concerns or significant changes in their needs and circumstances. To report any concerns regarding children or vulnerable adults with immediate effect to the Manager/Support Co-ordinator or the Duty/On Call Manager.

16. To support service users in managing self-medication programmes. To liaise with the service user's Consultant, GP and CPN in respect of compliance with prescribed medication.

17. To work within agreed risk management guidelines and to assist service users in reducing risks to themselves or others. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

18. 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.

19. 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 Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

21. To work flexibility to meet the needs of the service and the team. You will be able to respond positively and flexibly to instruction and direction from Creative Supports Duty/On call manager when requested to move to an alternative service at short notice in order to support a crisis.

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

23. To ensure that the security of the building is maintained, ensuring all exterior doors are locked, etc.

24. To ensure that accurate records are kept in the prescribed format. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

25. To ensure that all financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

26. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings. To work within the framework of the CPA and to liaise with the Care Co-ordinator and other professionals on a regular basis.

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

28. You will follow the requirements of the project at which you will be working in relation to supporting service users' needs. This will require completing regular observations and checks on service users as detailed in individual support plans.

29. You will be required to carry out domestic tasks which could include laundry, hovering and general cleaning tasks as required.

30. 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

31. 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.

32. To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and

33. other appropriate equipment to meet personal needs.

Other

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.

PERSON SPECIFICATION – RECOVERY SUPPORT WORKER
Leicestershire MH Services

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1.	Relevant voluntary/paid work or lived experience of providing care or support	Application	Desirable
2.	A warm and person-centred approach	Interview	Essential
3.	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
4.	Good verbal communication and listening skills	Application & Interview	Essential
5.	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
6.	Possession of a relevant vocational qualification (such as NVQ, Health & Social Care Diploma or equivalent)	Application and post-interview checks	Desirable
7.	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
8.	Well-motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
9.	An understanding of equal opportunities and culturally sensitive practice	Interview	Essential
10.	Ability to work positively in a team and to contribute to an effective team approach	Interview	Essential
11.	Ability to follow policies, guidelines and guidance/instructions from senior staff	Interview	Essential
12.	Ability to provide respectful personal care and support and to promote dignity	Application & Interview	Essential
13.	Experience in working with those with issues regarding alcohol & substance misuse, and self-harm.	Interview	Essential
14.	Ability to provide active support and promote independence	Interview	Essential
15.	Ability to undertake practical household tasks/housework and the ability to support people with mobility needs (this may include pushing wheelchairs and using hoists for which reasonable physical fitness will be required)	Application & Interview	Essential
16.	Ability to work reliably on a rota system which will involve evenings, weekends, bank holidays and may involve sleep-ins	Interview	Essential
17.	Punctual and reliable	Interview and post-interview checks	Essential
18.	Willingness to work flexibly to meet the needs of the service	Interview	Essential

TERMS AND CONDITIONS – RECOVERY SUPPORT WORKER
Leicestershire MH 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 or part time to be worked flexibly to meet the needs of the department. You may be required to work sleep-ins.

Holidays:
20 days plus 8 statutory days pro rata.

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.

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.

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.

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 statutory sick 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 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 amount 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.