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Female Support Worker

Reference: 94222

Salford MH 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: 03 December 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 – FEMALE SUPPORT WORKER
Salford MH Service

Hours: Full-time (37.5 hours per week) and part-time (22.5 hours per week) opportunities available. Shifts are worked flexibly between 8:00am and 8:00pm, Monday to Sunday, including evenings, weekends, and bank holidays.

Responsible to: Senior Support Worker and Project Manager

The Role:
To provide person-centred support to people with mental health needs living in supported housing. You will collaborate with people in a recovery-focused model, to enable them to enjoy a fulfilling and valued life, to participate in the community, and to develop their abilities.

Main Duties

1.1 Develop warm, trusting relationships with service users to encourage them to express needs, views and concerns.

1.2 Collaborate with service users throughout the recovery process and develop recovery focused support goals which promote hope and aspiration.

1.3 Promote the self-esteem, happiness and emotional health of service users.

1.4 Be flexible and responsive to service user needs following Personal Recovery Focused Support Plans.

1.5 Advise and support service users managing their tenancy and maintaining the safety, hygiene and comfort of their home.

1.6 Promote service user's self esteem and enable them to express preferences and make choices and decisions. Work within Recovery Principles supporting service users to re-discover a personal identity, separate from their diagnosis/disability.

1.7 Encourage service users where appropriate to involve families and partners in their support plan and develop a circle of support which assists in their recovery. Involve members of the person's circle of support in person centred reviews/CPA.

1.8 Conduct holistic assessments and devise appropriate recovery focused support plans and comprehensive risk assessments with service users and involved professionals. Ensure recovery focused support plans are reviewed and evaluated and amended with changing needs, presenting risks and preferences.

1.9 Enhance confidence and coping abilities of service users through encouragement and positive feedback. Enable service users to develop skills in planning and self-organisation and encourage them to maintain appointments and commitments.

1.10 Advise, encourage and support service users to maximise self-care and independent living skills.

1.11 Collaborate with service users in developing Wellness Recovery Action Plans. Develop crisis/relapse management plans/advanced directives with the service user and the multi-disciplinary team.

1.12 Provide personalised mental health approaches/interventions and support according to needs and preferences of individuals and mental health support plans.

1.13 Support service users with needs related to substance misuse through appropriate advice, support and signposting. Collaborate with Drug & Alcohol agencies to progress towards agreed goals e.g. harm reduction, abstinence.

1.14 Support service users who are subject to CTO's, Sections of the Mental Health Act/Home Office Restrictions and Guardianship Orders to comply with all requirements. Liaise with the Care Coordinator, RMO or Social Supervisor to manage risk/compliance.

1.15 Support service users who have a history of offending or are subject to Probation Orders/Community Sentencing to avoid reoffending and comply with all requirements.

1.16 Ensure service users in short term services have active move-on plans which are reviewed on a regular basis and support service users to identify and access move on housing options. Provide practical support in moving on to more independent housing.

1.17 Support service users in budgeting and managing finances and ensure that they are able to maximise their income by liaising with Welfare Rights/advice agencies.

1.18 Support service users in meeting cultural and spiritual needs and in expressing their identity.

1.19 Encourage service users to identify strengths and interests and support service users in accessing social, leisure, education and work activities.

1.20 Enable service users to participate in their communities and enjoy the rights and responsibilities of citizenship and access legal advice and independent advocacy as required.

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

1.22 Encourage service users to take as much responsibility as possible for their physical and mental health and to access primary health care and other services. Offer advice and health promotion interventions to enhance health and wellbeing.

1.23 Assist in monitoring service users' mental health and wellbeing and inform the Manager/Support Coordinator, CPN/Care Manager and involved professionals of concerns or significant changes in needs and circumstances. Report concerns regarding children or vulnerable adults to the Manager/Support Coordinator or the Duty/On Call Manager.

1.24 Support service users in complying with prescribed medication and working towards self-medication in accordance with agreed risk/support plans. Liaise with the service user's Consultant, GP and Care Coordinator in respect of compliance with prescribed medication.

Ensure that service users attend regular medication reviews with their consultant/GP's and report adverse side effects or concerns.

1.25 Follow the guidance and risk management strategies outlined in risk management plans. Support service users in reducing risks to themselves/others and promote community safety. 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 and opportunities within a positive risk management approach agreed with service users and involved professionals. Report concerns regarding risks to senior staff, the Duty Manager/On Call Manager and involved professionals.

1.26 Maintain a high standard of customer care and encourage feedback from service users and involved professionals. Report and document complaints, suggestions and feedback. Maintain a warm and responsive approach to families and report feedback and concerns.

1.27 Empower and support service users to be fully involved in planning/reviewing their support and in the review and development of the wider service.

1.28 Take appropriate action in the event of unforeseen emergencies, ensuring that the Project Manager and/or the on-call manager are informed promptly.

1.29 Follow Health and Safety guidelines and promptly alert the Team Leader of Health and Safety concerns.

1.30 Ensure that accurate records are in the prescribed format. Document work undertaken in support of service users, their progress, concerns and communication with involved professionals. Comply with confidentiality and data protection requirements.

1.31 Ensure that financial transactions relating to the project or service users are promptly and accurately recorded within the agreed guidelines.

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

1.33 Contribute to service users' reviews through verbal and written reports and by attending Support Planning and Review Meetings. Work within the framework of the CPA and liaise with the Care Coordinator and involved professionals on a regular basis.

1.34 Take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the Manager is informed. Document and report incidents and accidents including all follow up action taken.

1.35 Assist the manager with the running of the team and service, ensuring that new staff and service users are welcomed and fully informed of their rights and responsibilities.

1.36 Fulfil the role of Key Worker as required, under the direction of a senior member of staff.

Other Duties

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

1.38 Accept support, supervision and guidance from senior colleagues.

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

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

1.41 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

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

1.43 Work flexibly to meet the needs of the service. This may include day, evening, weekend and sleep in shifts which may also be split shifts.

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

1.45 Any other duties as required.

PERSON SPECIFICATION – FEMALE SUPPORT WORKER

Salford MH Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience of providing care or support to people with mental health needs	Application & Interview	Desirable
2	Possession of NVQ or other relevant social care qualification	Application	Desirable
3	Degree level qualification	Application	Desirable
4	A warm, respectful and person-centred approach to people with mental health needs	Interview	Essential
5	Excellent written and verbal communication skills and the ability to listen sensitively to others	Interview	Essential
6	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
7	Work constructively and co-operatively as part of a team and to demonstrate self-motivation and initiative	Interview	Essential
8	Work safely and responsibly without direct supervision in service user's own home and in the community.	Interview	Essential
9	Demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	Support service users with physical health needs; this may include pushing wheelchairs and using hoists for which a degree of physical fitness will be required.	Application, Pre-Emps & Interview	Essential
11	A clean driving licence and willingness to drive service users' cars	Application	Desirable

TERMS AND CONDITIONS – FEMALE SUPPORT WORKER
Salford MH Service

Salary:	**£13.45 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 (37.5 hours per week) and part-time (22.5 hours per week) opportunities available. Shifts are worked flexibly between 8:00am and 8:00pm, Monday to Sunday, including evenings, weekends, and bank holidays.

Sleep-ins:
Where there is a requirement for staff to sleep-over on the premises a sleep-over payment is made for each shift.

Holidays:
20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:
Contracted 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 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 employment. This scheme provides a death in service benefit of 2x 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
- Carers 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 and optical care, and physiotherapy.

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

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

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 are 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 if there have been 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, 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 an 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.