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Crisis & Recovery Support Worker

Reference: 94244

Liverpool Light 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: 09 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 – CRISIS & RECOVERY SUPPORT WORKER

Liverpool Light MH Service

Hours: Full time - 37.5 hours per week, or part time - a minimum of 15 hours per week. To be worked flexibly according to the needs of the service, including weekends, bank holidays and night-based shifts.

Responsible To: Service Manager/ Crisis and Recovery Manager & Practitioner

The Role:

The purpose of The Liverpool Light is to provide an alternative access point for people requiring out of hours support when experiencing negative symptoms of mental illness which may result in crisis if support is not received. The service works as a safety net so that people do not have to access A and E, with the focus being on reducing crisis occurring by early intervention techniques and adequate support provisions.

Main Duties

1. To support individuals requiring practical and emotional support in a supportive safe environment as an alternative to hospital admission.

2. To welcome people referred to the service and address immediate presenting issues.

3. To support service users to develop emotional management and personal and life skills to enable them to grow in self-confidence and attain greater independence.

4. To develop links with a range of external agencies including accommodation providers, health services, police, housing, debt advice, drug and alcohol services etc.

5. To ensure the safety of service users.

6. To work effectively with other members of the team and to work supportively with other co-workers when on shift.

7. To be responsible for their own administrative tasks and provide written reports when required.

Other Duties

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

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

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

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

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

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

7. To identify training needs in discussion with 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.

9. To take on the role of shift leader when required.

10. 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.

11. Any other duties as required.

PERSON SPECIFICATION – CRISIS & RECOVERY SUPPORT WORKER
Liverpool Light MH Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	A minimum of two years of experience working within a frontline Mental Health setting	Application & Interview	Essential
2	Experience of supporting, empowering and engaging service users in a range of developmental, rehabilitative and community activities	Application & Interview	Essential
3	Experience of working one to one with people in crisis and an understanding of sensitive and complex issues	Application & Interview	Desirable
4	Previous experience of working within crisis care environments	Application & Interview	Desirable
5	NVQ level 2 or 3 in health and social care	Interview	Desirable
6	Work flexibly within an agreed framework shift rota	Application & Interview	Essential
7	Assist in the development of close links within the community, promoting a greater understanding of mental health issues.	Interview	Essential
8	Have excellent written and verbal communication skills	Interview	Essential
9	To ensure that the service does not marginalise or contribute to the stigma and discrimination of service users.	Interview	Essential
10	Ability to organise varied priorities and tasks related to working flexibly with people experiencing crisis.	Application & Interview	Essential
11	Ability to demonstrate initiative, self-motivation and resourcefulness.	Interview	Essential
12	Accurately maintain all recording systems, paper based and computerise, ensuring compliance with Creative Support policies and procedures.	Application & Interview	Desirable
13	Experience or knowledge of working with people with learning disabilities, mental health needs or other needs	Application & Interview	Desirable
14	Ability to recognise own personal and professional development needs, attending relevant training to promote this as required.	Interview	Desirable
15	Provide regular reports as required	Interview	Essential
16	Good written and verbal communication skills	Application & Interview	Essential
17	Ability to work in partnership to positively promote and market a new service or initiative using various platforms	Application & Interview	Essential
18	A warm, positive approach and excellent interpersonal skills.	Interview	Essential
19	Willingness to work reliably and flexibly according to the needs of the service and by mutual agreement.	Interview	Essential
20	Full driving license.	Application	Desirable

TERMS AND CONDITIONS – CRISIS & RECOVERY SUPPORT WORKER
Liverpool Light MH Service

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.*	

Hours of Work:
Full time - 37.5 hours per week, or part time - a minimum of 15 hours per week. To be worked flexibly according to the needs of the service, including weekends, bank holidays and night-based shifts.

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:
20 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:
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 SSP 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.

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 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 number of uniforms that are provided will be dependent 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.