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Recovery Outreach Support Worker

Reference: 95163

South Manchester MH and LD 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: 08 December 2026

Please note that we will shortlist applications for this role as they are received rather than waiting for the closing date so please submit your applications at the earliest opportunity.

Once you have submitted your application form allow *7 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

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

JOB DESCRIPTION – RECOVERY OUTREACH SUPPORT WORKER

South Manchester MH and LD Services

Hours: Full time hours (37.5 hours): you will be expected to work flexibly on a 7-day rota to meet the needs of the service, including evenings, weekends, and bank holidays, and sleep-ins as required.

Responsible to: Support Coordinator and Registered Manager

The Role:

As Recovery Outreach Support Worker, you will provide practical, emotional, and behavioural support to individuals with learning disabilities and mental health challenges. You will support service users to build meaningful and satisfying lives through the provision of flexible and personalised support. You will work with service users to enable them to take active control over their lives and to make progress towards recovery and achieving personal goals throughout mental health challenges. You will also liaise with different community groups to provide meaningful support, and you will engage with service users in the wider community. This will be done in an anti-discriminatory manner, ensuring that the rights and entitlements of service users are respected at all times. You will promote self-esteem, independence, social inclusion and a sense of personal identity separate from illness and disability.

Main Duties:

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

2. To work in partnership with service users through the recovery process. To collaboratively develop recovery focused support goals which promote hope and aspiration.

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

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

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

6. To promote the service user's self esteem and enable them to express their preferences and make choices and decisions. To work within the Recovery Principles supporting service users to re-discover a sense of personal identity, separate from their diagnosis/disability.

7. To encourage service users where it is appropriate to involve their family and significant others in their support plan and develop a circle of support which supports their unique recovery journey. To involve members of the person's circle of support in person centred reviews/CPA.

8. To carry out holistic assessments of need and devise appropriate recovery focused support plans and comprehensive risk assessments in full consultation with service users and other agencies. To ensure recovery focused support plans are reviewed and evaluated and also amended in accordance with changing needs, presenting risks and individual preferences.

9. 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.

10. To advise, encourage and support service users so as to maximise their self care and independent living skills.

11. To work closely with service users in the development of Wellness Recovery Action Plans/Recovery Circles. To develop crisis/relapse management plans/advanced directives in collaboration with the service user and the multi-disciplinary team.

12. To provide a range of personalised mental health approaches/interventions and support according to the needs and preferences of individuals and within the framework of the person's wider mental health support plan.

13. To advise and support service users in respect of drug and alcohol use. To support service users who wish to reduce or stop using non prescribed drugs and alcohol and work within the principles of harm minimisation. To work closely with drug and alcohol agencies to enable people to engage with treatment programmes.

14. To 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. To liaise closely with the Care Coordinator, RMO or Social Supervisor to ensure effective joint working to manage risk/compliance.

15. To 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.

16. To ensure all service users in short term services have active move-on plans which are reviewed on a regular basis and to support service users to identify and access move on housing options. To provide all practical support in moving on to more independent housing.

17. 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/advice agencies.

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

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

20. To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship and to access legal advice and independent advocacy as required.

21. 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.

22. To encourage service users to take as much responsibility as possible for the management of their own physical and mental health and to access primary health care and other services. To offer advice and health promotion interventions to enhance health and wellbeing.

23. 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.

24. To support service users in complying with prescribed medication and working towards self-medication in accordance with agreed risk/support plans. To liaise with the service user's Consultant, GP and Care Coordinator in respect of compliance with prescribed medication. To ensure that service users attend regular medication reviews with their consultant/GPs and are supported to report any adverse side effects or concerns.

25. To follow the guidance and risk management strategies outlined in the individual's risk management plan. To support service users in reducing risks to themselves/others and to promote community safety. To 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 which has been agreed with the service user and other agencies. To promptly and professionally report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.

26. 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. To maintain a warm and responsive approach to families and to report their feedback and concerns.

27. To empower and support service users to be fully involved in planning/reviewing their own support and in the review and development of the wider service.

28. To take appropriate action in the event of emergencies, ensuring that the Project Manager and the Support Co-ordinator or the Duty/On Call Manager is informed promptly.

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

30. To ensure that accurate records are kept in the prescribed format. To clearly and professionally document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies. To comply with confidentiality and data protection requirements.

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

32. To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and Lancashire County Council's safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Manager and the Duty/On Call Manager.

33. 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.

34. To take appropriate action in the event of unforeseen incidents and emergencies, ensuring that the manager is informed promptly. To fully document and report any incidents and accidents including all follow up action taken.

35. To assist the manager with the smooth running of the team and service, ensuring that new staff and service users are made welcome and kept fully informed of their rights and responsibilities.

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

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.

9. To undertake the role of Shift Coordinator when required.

10. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Ability to demonstrate a warm, person centred and affirmative approach to people with mental health needs and learning disabilities and an understanding of their needs	Interview	Essential
2.	Good written and verbal communication skills, able to listen sensitively to others and to contribute to a record keeping system	Interview	Essential
3.	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4.	Ability to work constructively and co-operatively as part of a team	Interview	Essential
5.	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
6.	Able to demonstrate initiative, self-motivation and resourcefulness	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
8.	Understanding of mental health and recovery focused principles and ability to put these into practice	Application & Interview	Essential
9.	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
10.	Ability to provide emotional and practical support to service users	Application & Interview	Essential
11.	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application & Interview	Essential
12.	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
13.	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
14.	Experience of providing care, support or other services to people with support needs and/or learning disabilities	Application & Interview	Essential
15.	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Essential
16.	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
17.	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
18.	Willingness to attend training courses and events	Interview	Essential
19.	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
20.	To have a clean UK driving licence and access to a car	Application Form	Desirable
21.	Willingness to complete sleep-in duties	Application & Interview	Essential

JOB DESCRIPTION – RECOVERY OUTREACH SUPPORT WORKER
South Manchester MH and LD 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.*	

Hours of Work:
Full time hours are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends, sleep-ins, and public holidays according to the needs of the service.

Sleep-Ins:
Support Workers may be required to undertake sleep-ins. Where sleep-ins are undertaken by Support Workers/Supported Living Workers these are paid additionally per sleep-in, over and above the salary for the employee's contracted hours on the basis of the relevant National Minimum Wage (NMW) or National Living Wage (NLW).

Holidays:
20 days plus 8 statutory days pro rata.

Part Time Work:
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

Bank Holidays:
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.

Level 2 and/or Level 3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

Birthday Holiday Bonus:
After two years of 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.

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

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

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 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.

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 way of donating from your pay on a regular basis to any registered charities.

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:
£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 amount 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.

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.