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Support Worker

Reference: 96140

Bradford Mental Health 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: 05 December 2026

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 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 – SUPPORT WORKER

Bradford Mental Health Service

Hours: Full time (37.5 hours per week) to be worked flexibly to include daytimes and public holidays according to the needs of the service.

The Role:

To provide person-centred care and support to enable people with mental health needs to live as independently as possible in the community and to maintain their tenancy. You will engage with service users and build trusting therapeutic relationships. To work closely with other professionals and agencies to provide a co-ordinated personalised service which meets the identified needs of individuals, promotes their recovery and maintains their quality of life.

Main Duties

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

2. To achieve positive outcomes through developing and implementing person centred and outcome based support plans which outline goals and aspirations for the future.

3. To support service users to develop and regain life skills and confidence, to make choices and to retain control over their lives.

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

5. To enhance the confidence and coping abilities of service users through encouragement and positive feedback. Encourage service users to plan their choices when they may feel mentally unwell and use WRAPs (Wellness Recovery Action Plan) when appropriate.

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

7. To carry a caseload and to diligently fulfil the role of Key Worker as required, under the direction of a senior member of staff

Housing Related and Mental Health Recovery Support

8. To assist and support service users with general activities of daily living including:

    - Housing related support i.e.: maintaining home environment , support to carry out cleaning and general household tasks and liaising with landlord
    - Encouraging daily community activities including support to go shopping
    - Managing bills and budgeting
    - Encourage a healthy diet including meal preparation
    - Support to address physical health issues including attending hospital or GP appointments
    - Support to engaging in community and social networks
    - Taking part in meaningful daily activities , access to work

9. To support service users in maintaining their emotional wellbeing and managing their mental health, to manage symptoms and promote recovery. To contribute to the development of recovery plans and WRAPs.

10. To support service users in budgeting, avoiding debt and managing their finances and to ensure that they are able to maximise their income and enjoy a good quality of life by liaising with Welfare Rights agencies.

11. To support service users to manage their accommodation and to maintain the safety, hygiene and comfort of their home.

12. To encourage service users to utilise aids and assistive technologies which promote their safety and independence. To assist with wheelchair use when appropriate

13. To support service users in building and sustaining their social networks and enjoying relationships with families, friends and neighbours. To encourage the use of informal and peer support.

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

15. To encourage service users to identify their strengths and interests and to support service users in accessing social and leisure activities.

16. To enable service users to participate in their local communities, to engage with sources of informal and peer support and to enjoy the rights and responsibilities of citizenship.

Support Planning and Managing Risk

17. To be flexible and responsive to the needs of service users as directed by their person centred support plans/recovery plans.

18. 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.

19. To ensure any health issues are managed in a sensitive and dignified way in accordance with the service user's wishes. To meet the needs of a service user and if necessary engage other professionals to assist with personal care and medication.

20. To promote a healthy, active lifestyle and to give person-centred advice and support in respect of diet, exercise, stress reduction, smoking cessation, weight loss and the management of long term health conditions.

21. To support service users in complying with prescribed medication and self medication programmes. According to the support plan to liaise with the service user's Consultant, GP in respect of compliance with prescribed medication. To report all side effects related to medication.

22. 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.

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

24. To contribute to service users' reviews, through the provision of verbal and written reports and by attending Support Planning and Review Meetings.

Partnership and Team Working

25. To inform your line Manager/Unit Business Manager, Care Manager and relevant agencies of any concerns or significant changes in the needs and circumstances of service users. To support a review of needs and support where required.

26. To report any concerns regarding vulnerable adults or children with immediate effect to your line Manager/Unit Business manager and/or the Local Duty/ Creative support On Call Manager.

27. 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.

28. To take appropriate action in the event of emergencies or crisis situations, ensuring that the Team Manager or the Duty/On Call Manager is informed promptly.

Health and Safety

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. When Lone working to ensure you maintain excellent communication with you team and line manager as to whereabouts and follow the company lone working policy. To use duty and on call systems as appropriate in a clear and professional manner.

Other

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

32. To provide regular verbal and written reports to your Line Manager.

33. To accept regular support and supervision from your Line Manager.

34. To carry out all work in a manner consistent with the person centred values and aims of Creative Support.

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

36. To be flexible to the needs of the service and should it be required to support other teams within the Bradford service. This will be agreed between yourself and your line manager.

37. 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. There are times when this may include moving and handling and may involve supporting

people with personal care needs. Should this be the case it will be agreed with your line manager and full training will be given.

38. To comply with Creative Support's Equal Opportunities Policy. To work in a way that promotes an inclusive and respectful working and support environment.

39. To identify training needs in discussion with your Line Manager and to attend training events and courses as required.

40. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

41. To undertake on the role of Shift Co-ordinator when required.

42. Any other duties as required.

PERSON SPECIFICATION - SUPPORT WORKER

Bradford Mental Health Floating Support Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1.	A warm approach and ability to positively engage service users	Interview	Essential
2.	Good verbal communication skills and interpersonal skills	Interview	Essential
3.	Good written communication skills, with an ability to contribute to a record keeping system	Application	Essential
4.	Ability to work positively as part of a team	Interview	Essential
5.	A basic understanding of the needs of people with mental health needs and / or autism	Application & Interview	Essential
6.	Ability to provide emotional and practical support to service users in ways which promote their dignity, independence and recovery	Interview	Essential
7.	A common sense approach to problem solving and an ability to respond effectively in crisis or emergency situations	Interview	Essential
8.	Ability to liaise in a professional manner with other agencies	Interview	Essential
9.	An understanding of the person centred aims and principles of Creative Support	Interview	Essential
10.	Commitment to equal opportunities and anti-discriminatory practice	Application & Interview	Essential
11.	Experience of providing support services to people with support needs (in a formal or informal setting)	Application and Interview	Desirable
12.	Good work ethic, timekeeping, attendance and reliability	Application Interview & references	Essential
13.	Willingness to work flexible hours	Interview	Essential
14.	Willingness to respond positively to instructions and guidance from senior colleagues	Interview and references	Essential
15.	Car owner and driver, willing to use car for work related travel and to obtain business insurance	Interview	Essential
16.	Possession of NVQ 2 or higher social care qualification	Application	Desirable
17.	A basic understanding of the benefit system with the ability to complete benefit application forms	Interview	Desirable

TERMS AND CONDITIONS – SUPPORT WORKER

Bradford Mental Health 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 hours are 37.5 or Part time hours are 22.5 per week. Hours to be worked flexibly on a rota which will include, weekends and bank holidays according to the needs of the service.

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.

Diploma in Health and Social Care Level 3:

All employees commencing employment will be required to undertake and complete the Diploma in Health and Social Care Level 3 programme as a condition of their employment.

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.

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:-

- 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:
£100.00 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.

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