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# Outreach Support Worker

**Reference: 84575**

**Rochdale Personalisation 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: 11 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**

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

**JOB DESCRIPTION – OUTREACH SUPPORT WORKER**
**Rochdale Personalisation Service**

**Hours:** **Full time (37.5 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:** Team Manager/Support Co-ordinator

**The Role:**

- To provide flexible, re-enablement support to people with support needs (mental health/learning disability/physical health needs) to enable them to develop the skills to lead independent lives, promote their quality of life and personal development.
- You will engage with service users and build trusting therapeutic relationships, working within the recovery model to encourage a positive life outlook and coping skills.
- Your role will include visiting service users in their own homes or in other settings as part of a structured approach, working closely with other professionals and agencies to provide a co-ordinated service which meets the identified needs of the individuals.

**Care and Support:**

**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 work in a person centred and anti-discriminatory manner, ensuring that service users rights and entitlements are respected.

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

**5.** To advise and support identified 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.

**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 so as to maximise their self care and independent living skills.

**9.** To support service users in paying rent, 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. To promote the personal

development of service users through developing support plans which outline goals and aspirations for the future.

**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. To promote a healthy lifestyle and to give person-centred advice and support in respect of diet, exercise, symptom and stress reduction, smoking cessation and weight management.

**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 the safety of vulnerable adults or children with immediate effect through the Local authority Safeguarding contact number, the Care Co-ordinator and Creative Support's Duty/On Call Manager.

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

**17.** 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.

**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 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.

**20.** To offer a warm and responsive approach to families and to report their feedback and concerns.

**21.** To take appropriate action in the event of mental health crisis and other emergencies, ensuring that the Service Manager or the Duty/On Call Manager is informed promptly as well as other professionals and agencies involved in supporting the service user.

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

**23.** To ensure that accurate records are kept in the prescribed format using a tablet based IT system. To document all work undertaken in support of service users, their general progress, any concerns and any communication or liaison with other agencies.

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

**25.** To assist the Care Co-ordinator/Statutory Key Worker in assessing need and in planning and implementing support as part of a structured Care Plan.

**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.

**General Duties:**

**1.1** Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

**1.2** Accept support, supervision and guidance from senior colleagues.

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

**1.4** 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
- The Mental Capacity Act 2005
- The Care Act 2014
- The quality standards and expectations set out by the CQC (Safe, Caring, Effective, Responsive and Well Led)
- All Creative Support policies, procedures and guidelines for best practice

**1.5** Support service users with physical health and mobility needs, including moving and handling and using hoists.

**1.6** Identify own training needs in discussion with the line manager and attend training events and courses as required.

**1.7** Any other duties as required.

**PERSON SPECIFICATION - OUTREACH SUPPORT WORKER**

**Rochdale Personalisation Service**

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|---|---|---|---|
| **1** | Ability to liaise in a professional manner with other agencies | Interview | Essential |
| **2** | An understanding of the aims and principles of Creative Support | Interview | Essential |
| **3** | Good verbal communication skills and ability to listen sensitively to others | Interview | Essential |
| **4** | Good written communication skills, with an ability to contribute to an IT based record keeping system | Application & Interview | Essential |
| **5** | Good interpersonal skills | Interview | Essential |
| **6** | Ability to work as part of a team | Interview | Essential |
| **7** | A basic understanding of support needs | Application & Interview | Essential |
| **8** | Ability to demonstrate a warm, positive and empathetic approach to people with mental health needs/support needs | Application & Interview | Essential |
| **9** | A common sense approach to problem solving and an ability to deal with conflict and distress | Application & Interview | Essential |
| **10** | Ability to work without direct supervision in service user's home | Application & Interview | Essential |
| **11** | Understanding of Equal Opportunities Policies adopted by Creative Support | Interview | Essential |
| **12** | Experience of providing care, support or other services to adults with support needs | Application & Interview | Desirable |
| **13** | At least 1 years' experience of working with people with mental health needs | Application Form | Desirable |
| **14** | Experience of liaising with other agencies and attending multi-agency meetings and CPA reviews | Application Form | Desirable |
| **15** | Experience of working with and relating to people from a wide variety of backgrounds | Application & Interview | Essential |
| **16** | Willingness to work flexible hours including unsocial hours according to needs of service users | Interview | Essential |
| **17** | Willingness to attend training courses and events | Interview | Essential |
| **18** | Willing to participate in regular supervision with line manager | Interview | Essential |
| **19** | To have a clean driving licence and access to a car/moped/motorcycle | Application Form | Desirable |

**TERMS AND CONDITIONS – OUTREACH SUPPORT WORKER**
**Rochdale Personalisation Service**

| **Salary:** | **£13.45 per hour** |
|---|---|
| **Please Note:**<br>*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) 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 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:**

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.

**We Care 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 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.