Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Female Support Coordinator

Reference: 96127

South Manchester Mental Health Services, Wythenshawe

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: 01 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 – FEMALE SUPPORT COORDINATOR

South Manchester MH Services, Wythenshawe

Hours: Full-Time hours - 37.5 hours per week (7.5 hours of administrative related work and 30 hours of on shift work in which you will have to be flexible with the working hours) part time hours will be considered no less than 22.5

Responsible To: Service Manager

Location: South Manchester (Wythenshawe area)

Overview of the Role:
To directly oversee of the service currently focusing on Lone parents service for women with children (either with them or not) in Wythenshawe. To ensure safe housing and supportive 24/7 team during a time of change in their lives. To promote move on to their own housing. We offer a range of levels of services to women which include emotional support, practical support with benefits and schools etc, promoting independence skills and coping strategies for their well-being. To b part of the wider leadership team for South Manchester Mental health services.

Main Duties

1. To develop and sustain warm and trusting relationships with people who live at the services.

2. To foster strong parenting skills where relevant. We do not directly support the children.

3. To ensure good practice as regards to supporting families, we do not directly support the children so when needed involve the relevant professionals in the life of the children for their wellbeing and development.

4. To promote the self-esteem, happiness and emotional health of service users.

5. To respect the person's right to privacy and to ensure that their dignity is maintained at all times.

6. To ensure robust policies are adhered to in the best interests of the family unit.

7. To encourage and support tenants in expressing their needs, views and concerns. To enable tenants, make choices and decisions and to participate as fully as possible in planning and decision-making processes.

8. To respect and promote the rights and entitlements of people with mental health, and to enable them to participate as fully as possible in their communities.

9. To be responsive to the individual needs of service users within the framework of their outcomes focused support plans and to respond flexibly to changing needs.

10. To enable people we support to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas:

- Social skills/relationships
- Independent living skills

- Promoting healthy parenting
- Daily living skills
- Using community resources and facilities
- Social, leisure and work activities
- Self organisation and coping abilities
- Personal safety

11. To support people as specified by the holistic assessment and outcome focused support plan. There is a key focus on move on and move on planning.

12. To monitor, review and evaluate individual protocols in line with the outcome focused support plan.

13. To ensure that tenants receive all necessary advice, care and regular health checks to ensure their physical health and well-being. To promote nutrition, relaxation, exercise and a healthy lifestyle.

14. To support tenants in developing a socially valued lifestyle which includes a varied range of culturally and age-appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities.

15. To observe and monitor the service users' emotional and physical well-being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

16. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager is informed promptly.

17. To follow Health and Safety guidelines carefully and to alert the Service Manager and relevant organisation departments immediately of any concerns in relation to Health and Safety issues.

18. To contribute to service delivery records and individual case files.

19. To carry out and record all financial transactions involving service users within agency guidelines.

20. To carry out general administrative duties, housing management tasks and services as required.

21. To contribute to service users' reviews, through the provision of verbal and written reports and by attending placement review, support planning and needs assessment review meetings. To liaise with the housing association when required.

22. To support service users in all aspects of housing related support, including maintaining the home, accessing benefits

Support Coordinator Duties

23. To offer informal and formal support and supervision to frontline staff, relief staff, students and volunteers as appropriate, under the direction of the Service Manager.

24. To take part in team meetings and promoting positive team dynamics and reflective practice in your locality team.

25. To communicate and liaise with colleagues and staff from partner agencies to ensure that consistent team working is maintained at all times.

26. To ensure timesheets for staff are authorised and processed in line with the organisations payroll system.

27. To plan ahead to meet the needs of tenants as identified by their outcome focused support plan by:

- Co-ordinating and deploying staff time in such a way as to ensure that the needs of people we support are met and all agreed activities are carried out
- Delegating tasks and responsibilities as appropriate
- Ensuring that all duties are carried out as prescribed and that quality standards are met at all times

28. To devise service rota's in accordance with agreed staffing requirements, commissioned hours and the needs of service users. To be pro-active and resourceful in addressing any gaps in service provision. To inform senior colleagues of the need for additional resources when required.

29. To ensure that all record keeping, general administration, housing management functions and services are carried out efficiently and to a high standard and to take responsibility for key tasks in these areas.

30. To respond positively and quickly to any complaints or feedback from customers, relatives or other agencies.

31. To take part in developing the service to meet the needs within the Manchester mental health framework.

32. To take particular responsibility for aspects of health and safety and property management ensuring the team are familiar with processes for void management.

33. To attend reviews and referrals with families, other agencies and service users

34. To ensure Out of hours support services are provided with relevant information about the service users and tenants within the services where this need is identified.

35. To take a role in the on call system providing out of hours advice and support to front line workers.

36. To attend service wide managers meetings and take a role in ensuring the quality of the whole contract is improved in enhanced. This may involve taking a lead in a practice area such as referrals, person centred working, social inclusion etc.

Other

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

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

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

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

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

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

34. To undertake specific specialised training identified to enhance on teams expertise of working with people with complex needs.

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

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

37. To take on the role of shift co-ordinator when required.

38. Any other duties required.

PERSON SPECIFICATION – FEMALE SUPPORT COORDINATOR

South Manchester MH Services, Wythenshawe

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with mental health needs	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with tenants/ people we support, to develop and sustain warm and trusting relationships	Interview	Essential
4	Experience and Ability to engage with children where required (we do not directly support children) , to develop and sustain warm and trusting relationships. (and the needs of young families)	Interview and application	Essential
5	Able to demonstrate significant understanding of the needs of people with mental health needs and/or autism and the recovery approach	Interview	Essential
6	Good written communication skills	Application	Essential
7	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
8	Ability to work safely and responsibly without direct supervision in service user's own homes	Interview	Essential
9	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
10	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
11	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
12	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
13	Ability to provide emotional and practical support to service users	Interview	Essential
14	Non-judgmental, accepting approach to working with people who may lead chaotic lives & able to cope in a mature way with conflict	Application & Interview	Essential
15	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
16	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
17	Ability to support and supervise frontline staff and provide on the job coaching	Interview	Essential
18	Knowledge of helpful approaches, strategies and interventions in working with people with mental health needs and or/autism	Application & Interview	Essential
19	Ability to use a range of helpful communicative techniques	Application & Interview	Desirable
20	The ability to serve as a professional role model to colleagues	Interview	Essential
21	The ability to supervise staff and to deputise for the Pathway Manager	Application & Interview	Essential
22	IT skills and ability to produce attractive documents	Interview	Desirable
22	Minimum of 2 years professional experience of supporting people with mental health needs	Application Form	Essential

	QUALITIES REQUIRED CONTINUED	How Assessed	Essential/ Desirable
23	Experience of supporting people in the mental health field	Application & Interview	Essential
24	Life experience and confidence in relating to people from a wide variety of backgrounds	Application & Interview	Desirable
25	Possession of NVQ or other relevant social care qualification	Application Form	Desirable
26	Good standard of general education up to degree level.	Application Form	Desirable
27	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
28	Willingness to attend training courses and events	Interview	Essential
29	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
30	Willingness to take part in the out of hours duty manager on-call rota – planned well in advance (an additional payment is awarded)	Interview	Essential

TERMS AND CONDITIONS – FEMALE SUPPORT COORDINATOR
South Manchester MH Services, Wythenshawe

Pay Structure:

Salary:	**Up to £14.05 per hour**
	Point One – £13.85 per hour
	Point Two – £14.05 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 hours are based on a nominal 37.5 hours per week. (part time will be considered , no less then 22.5 hours per week) To be worked flexibly according to operational business needs. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. There is a requirement to take part in the Local On Call Rota for which additional payments are made. When required to work on rota.

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.

Holidays:
20 days plus 8 statutory days pro rata.

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.

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.

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

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 **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.

WeCare 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.