



Creative Support Ltd, Head Office

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**Mental Health Move On Pathway Coordinator
Manchester Mental Health Services**

Reference: 80539

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: 02 August 2024

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 Sincerely,

A handwritten signature in black ink, appearing to read 'A. White', written over a light blue horizontal line.

Recruitment Department

All candidates are subjected to enhanced DBS checks



JOB DESCRIPTION – Move on Pathway Coordinator

Manchester Mental Health Services

Hours: Part time hours – 15 hours per week, requirements to be flexible to the needs of the role - Temporary appointment – 6 months

Responsible To: Recovery & Pathway Manager

The Role:

The role of Move on Pathway Coordinator is to support Manchester Mental Health Services in achieving move on and transition into independent housing from supported settings. You will work alongside a team of managers across the city to coordinate and assist with individuals who are ready to exit the supported service.

You will provide advice and guidance as to the range of possible housing and support options. You will achieve this by shaping pathways between local housing providers (social, private and non-statutory organisations). You will be required to have a good understanding of housing provision in the city and systems for accessing housing.

You will work in partnership with Creative Supports Head Office Departments and Manchester Mental Health Services to ensure timely management of void properties. You will ensure property void reports are being completed at the point of an individual submitting 4 weeks' notice to leave the service. You will have oversight of the void management process and provide assistance as needed to ensure timely and successful outcomes are achieved in line with Creative Support's void management expectations.

Your role will include the following main duties and responsibilities:

- 1.** To support and coordinate move on for individuals across a range of mental health supported accommodation services.
- 2.** To be familiar with the move on pathways within Creative Support and with other private and voluntary providers who operate within the City of Manchester.
- 3.** To be knowledgeable about the housing sector, systems to access housing and relevant move on avenues through social and private housing.
- 4.** To work with partner agencies to increase the move on options for individual's accommodated in services with move on specific timescales.
- 5.** To be involved in networks and housing partnerships taking place in the city. To ensure information is available and shared within the organisation as relevant.
- 6.** To be personable and creative to overcome move on barriers that individuals face and work with the local services to achieve move on.
- 7.** Positive management of risks associated with moving into the community.

8. Be responsible for managing a case load which will focus on individuals whose move on time frames are not being met, understand and contribute to the development of move plans to over complexities and barriers.
9. Work in partnership with the Local Authority and provide data as needed and produce reports detailing the required move on statistics.
10. To ensure excellent links and communication with Care Co-ordinators/ other professionals involved in move on for the individual.
11. Ensure that accommodation services with expected voids are working in line with expected timeframes to ensure move on as planned. Working in partnership with our internal void management team.
12. Be responsible for ensuring effective forecast of voids and the management of these for new referrals coming into service.
13. Report against agreed Key Performance Indicators (KPI's), outcomes and contract expectations.
14. To use online systems in place (ECCO) in Manchester Mental Health Service to access and contribute to support and move plans. To also be proficient in the use of IT and data management.
15. To review all active cases ensuring that each Move On plan developed are appropriate and staff are proactive and engaging with their approach to move on.
16. To provide weekly progress reports to Line Manager and to ensure that any barriers to Move On approaches in any of our internal services are reported on immediately.
17. To ensure that all those appropriate to be registered on Manchester Move have a live account, are on the correct and appropriate banding and that all evidence and documentation to support the application has been sent direct to Manchester Move.
18. To be supportive with applying for any Move On grants available.
19. To proactively accompany service users with any viewings or offers of alternative accommodation. Should this not be personally possible, then to coordinate within the service for key workers to attend.
20. To provide practical support with home setting arrangements upon Move On such as registering for new and ensuring supply of utilities i.e. gas, electric, water.
21. To proactively support and monitor the bidding processes of all those within our Manchester services that are registered on Manchester Move.
22. To provide weekly whereabouts and submit to Line Manager.

General Duties:

1. To co-ordinate own work in liaison with the line manager.
2. To type general correspondence and carry out data entry tasks as required.
3. To complete and submit an accurately completed timesheet on a weekly basis.
4. You will accept regular supervision from the line manager.
5. To carry out all work in a manner consistent with the aims and principles of Creative Support in addition to complying with and implementing the Equal Opportunities Policy of Creative Support.
6. You will maintain confidentiality at all times in accordance to Creative Support Policy and the framework of the Data Protection Act.
7. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
8. Any other duties as required

PERSON SPECIFICATION – Move on Pathway Coordinator

Manchester Mental Health Services

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Experience of homelessness services & / or short term housing related support	Application, Interview	Essential
2	A good understanding of the range of services and resources available in the Halon area to provide advice, support and guidance for people moving on from hostel accommodation	Application	Essential
3	A good understanding of the third sector, social care and community groups in Manchester and the surrounding areas	Application, Interview	Essential
4	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
5	Good written communication skills, with an ability to contribute to a record keeping system to an acceptable standard	Application, Interview	Essential
6	Ability to work positively as part of a team, to facilitate groups and positive relationships between individuals	Interview	Essential
7	A good understanding of the needs of individuals with support needs such as mental health needs, learning disability, homelessness history, offending history, drug/ alcohol issues etc.	Application, Interview	Essential
8	Ability to provide non-judgemental emotional and practical support to service users and to gain their trust	Application	Essential
9	A common sense approach to problem solving	Application, Interview	Essential
10	Ability to liaise in a professional manner with other agencies and experience of working as part of a multi-agency team	Application, Interview	Essential
11	An understanding of the aims and principles of Creative Support	Interview	Essential
12	Understanding of Equal Opportunities	Interview	Essential
13	Working knowledge of basic computer programmes including Microsoft Office, Outlook and Internet Explorer	Application	Essential
14	Commitment to consulting with service users and responding to their views	Application, Interview	Essential
15	Ability to work safely and effectively with service users without direct supervision	Application, Interview	Essential
16	Experience of working with people with support needs including mental health issues, homelessness, drug / alcohol issues etc	Application	Essential
17	Experience of providing tenancy related support and holding a case load	Application	Essential
18	Experience of working as a member of a team	Application, Interview	Essential
19	Experience of liaising with other agencies and professionals	Application, Interview	Essential
20	A warm, respectful and person centred approach to working with service users and their families	Interview	Essential
21	Willingness to work flexible hours according to needs of the service	Interview	Essential
22	Willingness to attend training courses and events	Interview	Essential
23	Willing to participate in regular supervision with line manager	Interview	Essential

Salary:

£13.10 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.*

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.

Hours of Work:

Part time hours – 15 hours per week, requirements to be flexible to the needs of the role -
Temporary appointment – 6 months

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 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 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 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.