



**Creative Support Ltd**

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**Relief Recovery Support Worker  
Redditch, Worcestershire**

**Reference: 79664**

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: 25 March 2025**

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](mailto:recruitment@creativesupport.co.uk) or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

For further information about this exciting opportunity, please contact Leigh Birch, Service Director by email to [Leigh.birch@creativesupport.co.uk](mailto:Leigh.birch@creativesupport.co.uk)

We very much look forward to receiving a completed application from you.

Yours faithfully

**Recruitment Department**



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All employees are subject to enhanced DBS checks					

**JOB DESCRIPTION – RELIEF RECOVERY SUPPORT WORKER**  
**MENTAL HEALTH SUPPORTED LIVING SERVICE – REDDITCH, WORCESTERSHIRE**

**Hours:** Zero hours contract (as and when required).

**Responsible to:** Area Manager, Service Director and other senior colleagues.

**Based at:** Supported Living Service, Redditch, Worcestershire

**1. Purpose of the Job**

To provide mental health recovery-focussed support, personalised care and housing-related support to people with mental health and other needs living in a supported living service in Redditch. You will enable people to live as independently as possible in the community, develop life skills, improve their mental health and physical wellbeing and achieve positive outcomes.

**2. Provision of Care and Support**

- 2.1 To work within the person-centred philosophy and recovery model of the service. To promote hope, resilience and openness to change. To be committed to the values and expected outcomes of the service.
- 2.2 To develop and sustain warm, trusting and respectful relationships with service users, offering unconditional positive regard and respecting their rights to privacy, confidentiality and self-determination. To promote the self-esteem, happiness, and welfare of the people we support at all times and to maintain a strong ‘duty of care’ to vulnerable service users.
- 2.3 To contribute to the provision of a reliable and responsive ‘core support’ service and to deliver planned individual care and support according to assessed needs and agreed individual care packages.
- 2.4 To ensure that service users receive an effective and personalised service which enables them to achieve their desired recovery and personal development outcomes. To deliver care and support in ways which build confidence, resilience and self-esteem and maximise independence.
- 2.5 To support people with all the practical aspects of moving into the service and setting up home including acquiring furniture, claiming benefits, arranging utility connections, making arrangements to pay their rent, bills and any care charges.
- 2.6 To act as a Key Worker and to contribute to the development of an outcome-focused and person-centred recovery Support Plan which is co-produced in response to the identified needs, preferences and aspirations of individuals, building on their strengths, assets and community connections.
- 2.7 To be familiar with each service user’s risk assessment and positive risk management plan and to follow any risk management guidelines. To work closely with external professionals and agencies in managing risk.
- 2.8 To enable service users to enjoy opportunities for personal development and to manage their own safety as far as possible. To support service users to be aware of the impact and

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consequences of risk behaviours and anti-social behaviour on themselves and others. To support people to self-regulate their emotions and use problem-solving approaches.

- 2.9 To empower and support service users to express their views and concerns and to participate as fully as possible in planning and review processes.
- 2.10 To work with service users to co-produce Wellness Recovery Action Plans (WRAPs) and encourage the use of personalised coping strategies and wellness tools to self-manage their mental health and prevent the use of in-patient and crisis services.
- 2.11 To support service users to maintain their home in a clean, safe and comfortable manner, to report repairs to their landlord and to personalise their apartments in accordance with their preferences.
- 2.12 To work with services to develop daily living skills and to become as independent as possible in all activities of daily living, including cleaning, laundry, shopping, cooking, and household management.
- 2.13 To support service users to manage their personal finances as independently as possible, whilst being protected from abuse. To ensure that tenants obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.
- 2.14 To enable people to develop friendships and build their social and informal support networks. To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the lives of service users and planning individual support, where this is in accordance with service user preferences.
- 2.15 To support service users to develop fulfilling lifestyles and to engage in a meaningful range of culturally and age appropriate experiences, building on their strengths, interests and aspirations to promote access to education, vocational training, skill building and volunteering and to develop the confidence to pursue paid employment.
- 2.16 To work within the framework of the MCA and DoLs/Liberty Protection Safeguards and to ensure that care and support is provided in the most empowering and least restrictive manner. To assist service users to make informed and responsible decisions regarding their own lives, whilst acknowledging that that individuals with capacity have the right to make unwise decisions.
- 2.17 To contribute to person-centred recovery and tenancy reviews. To use the the review process to evaluate progress, recognise and agree new goals.
- 2.18 To support service users to move on from the service as they grow in independence and can sustain a tenancy without support or with community support. To provide short term support and follow up on moving on rom the service to ensure that recovery is sustained. To signpost to other agencies as required.
- 2.19 To ensure that vulnerable adults and children are safeguarded from harm. To identify and report safeguarding concerns in accordance with Creative Support and Worcestershire County Council’s Safeguarding Policy and Procedures. To immediately report any concerns regarding vulnerable adults or children to the Line Manager, Duty/On Call Manager, the local authority and CQC (if the service user receives regulated care).

- 2.20 To implement and comply with Creative Support’s Equal Opportunities Policies. To promote zero tolerance of racism and discrimination of any kind. To ensure that the service provided is sensitive to the cultural and religious needs of service users. To promote cultural sensitivity and anti-discriminatory practice.
- 2.21 To ensure that service users receive advice and support to improve their physical health and wellbeing. To promote the self-management of long-term conditions (such as epilepsy, diabetes and other conditions). To promote nutrition, relaxation, exercise, smoking cessation and an active, healthy lifestyle.
- 2.22 To support attendance at health appointments including regular optical, dental and other health checks appropriate to age, gender and individual needs.
- 2.23 To observe service users’ mental health and physical well-being and inform senior staff and other agencies/professionals of any concerns or significant changes in needs, risks, welfare and circumstances.
- 2.24 To provide respectful personal care and direct assistance in meeting healthcare needs where this is required, ensuring the service user’s safety, comfort and dignity at all times.
- 2.25 To provide service users with assistance and support to take prescribed medication, through prompting and encouragement and to enable progress to self-management of medication. To ensure that the storage, administration and recording of medication is undertaken in accordance with agency policies.
- 2.26 To follow all guidelines for the provision of support and the running of service including health & safety, management of finances, medication, professional boundaries, duty of care and safeguarding.
- 2.27 To contribute to electronic and paper client records and individual case files in the prescribed format and to ensure that all reviews and Key Working meetings are minuted and recorded. To ensure that records are completed to a high standard and that confidentiality and data protection is observed at all times. To ensure that service user progress is captured and celebrated.
- 2.28 To ensure that the communal areas and physical environment are maintained in a clean, hygienic, welcoming and safe manner. To report all maintenance issues and concerns to the partner Housing Provider and ensure that these are followed up. To support tenants in reporting repairs in their own apartments.
- 2.29 To ensure that safe lone-working protocols are followed and to be aware of co-staff whereabouts at all times. To adhere to policies and procedures pertaining to security, health & safety, fire safety, food safety, environmental health, infection control and the prevention of accidents. To carry out Health & Safety checks and complete records as required.
- 2.30 To report and manage accidents, incidents and emergencies in accordance with Creative Support and Worcestershire County Council procedures..
- 2.31 To carry out periodic flat inspections in line with Creative Support and Housing Provider policies and the requirements of the tenancy agreement.

- 2.32 To provide excellent internal and external customer care. To respond promptly and professionally to all enquiries and to reply efficiently to emails and written requests for information.
- 2.33 To ensure that service users and stakeholders are aware of the Complaints Policy and are enabled to make complaints and suggestions. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families and partner agencies.
- 2.34 To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures*'. To ensure that petty cash and other aspects of scheme finances are managed in accordance with agreed procedures.
- 2.35 To ensure that the on-site office accommodation and the working environment is well organised and maintained in an attractive, clean, tidy and efficient manner. To ensure that the service user records and personal data are stored securely and confidentially.
- 2.36 To promote Creative Support, its services and activities in a professional manner to service users, carers, other agencies and the general public.
- 2.37 To develop and maintain positive relationships with partner agencies and professionals and to contribute to a culture of collaborative working with the Housing Provider and other stakeholders.

### 3. Other

- 3.1 To provide your planned whereabouts in advance of the week to your line manager and to submit accurate timesheets weekly. To complete the specified on and off rota time as determined by the service budget
- 3.2 To provide regular verbal and written reports and service data as required.
- 3.3 To accept support, supervision and guidance from line managers and other senior managers.
- 3.4 To attend team meetings and to report concerns as soon as they arise.
- 3.5 To carry out all work in a manner consistent with the values and person-centred ethos of Creative Support
- 3.6 To comply with and to implement our Equal Opportunities Policy.
- 3.7 To maintain confidentiality and data protection at all times, in accordance with the agreed policies.
- 3.8 To identify training needs in discussion with your line manager and to attend training events and courses as required.
- 3.9 To observe policies, procedures and guidelines for good practice agreed by Creative Support and partner agencies and to work in accordance with

3.10 Due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

3.11 Any other duties as required.

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**JOB DESCRIPTION – RELIEF RECOVERY SUPPORT WORKER**

**MENTAL HEALTH SUPPORTED LIVING SERVICE – REDDITCH, WORCESTERSHIRE**

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/ Desirable</b>
1.	Warm and emotionally intelligent, with good interpersonal skills and the ability to reflect on practice	Application & Interview	Essential
2.	The ability to build positive, trusting relationships with service users, their families, professionals and partner agencies.	Application	Essential
3.	Relevant paid or unpaid experience in mental health, social care or supported housing services.	Application	Essential
4.	Positive person-centred values and the ability to work within a culture of recovery, independence and positive risk management	Application & Interview	Essential
5.	A commitment to equality, inclusion, dignity, human rights and unconditional positive regard for all	Interview	Essential
6.	An understanding of recovery principles and methods and a knowledge of mental health needs/conditions and helpful approaches.	Application & Interview	Desirable
7.	Good written communication, needs & risk assessment, support planning and report writing skills.	Application & Interview	Essential
8.	Willingness and ability to be accountable and follow instructions and guidelines	Application & Interview	Essential
9.	Skills in promoting independence, tenancy sustainment and positive risk management.	Application & Interview	Essential
10.	Ability to work positively and professionally with external agencies and gain the confidence and trust of service users, families and stakeholders.	Application & Interview	Essential
11.	Applicants must enjoy good health, demonstrate resilience and be able to reliably carry out the responsibilities of the post	Interview	Essential
12.	A willingness to work flexibly and responsively across a 7 day rota, according to the needs of the service.	Interview	Essential
13.	A relevant health or social care qualification or degree (such as Psychology)	Application & Interview	Essential

**JOB DESCRIPTION – RELIEF RECOVERY SUPPORT WORKER**  
**MENTAL HEALTH SUPPORTED LIVING SERVICE – REDDITCH, WORCESTERSHIRE**

**Salary:**

**£12.30 per hour plus accrued holiday credit.**

**1. Hours of Work:**

As required

**2. Holidays:**

You will receive paid holiday hours in respect of holidays which have been accrued. Payments will be calculated as an average, using hours worked over the preceding 12 week period up to a maximum of 180 hours (24 days) per holiday year. Holiday pay is not automatically given and these must be requested.

**3. Probationary Period:**

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

**4. Sickness Policy:**

You will not be entitled to company sick pay.

**6. Disclosure Checks:**

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

**7. Sona App:**

It is mandatory for all bank staff to sign up for the Sona app which is used to advertise available shifts

**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

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