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Concierge Support Worker – Twilight Shift

Reference: 49810

Blackpool Complex Needs Services

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: 30 June 2022

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 candidates are subjected to enhanced DBS checks.



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JOB DESCRIPTION – CONCIERGE SUPPORT WORKER – TWILIGHT SHIFT

Blackpool Complex Needs Services

Responsible to: Project Manager and other senior staff

Hours: Full time and part time hours are available. You will be required to work evenings only, between the hours of 4pm and 10pm.

The Role:

To deliver a high-quality 24-hour on-site Concierge Plus service which enables 10 people with complex needs to live independently in their own self-contained flats.

To provide person-centred support to our service users with complex support needs. To actively embrace all aspects of the role including assistance with domestic tasks and community activities. To support people who can express their needs through challenging behaviour at times.

You will also support individuals with the activities they enjoy, such as going out for meals, cooking, and playing board games.

You will be expected to lone-work between the hours of 4pm and 10pm.

Main Duties

1. To develop and sustain effective partnerships with tenants and their families/carers.
2. To assist tenants with settling in and maintaining their tenancy (including understanding their rights and responsibilities as tenants).
3. To ensure a high level of partnership working with key agencies also involved in supporting service users to maintain their accommodation.
4. To provide support and advice in carrying out appropriate home maintenance.
5. To support tenants to maintain a high level of personal safety.
6. To monitor the general health and well-being of tenants.
7. To develop strong partnership links with the full range of professionals to ensure that tenants can access additional care and support to meet their individual health and social care needs.
8. To ensure service users have access to advice and information regarding the full range of community resources available (promoting social inclusion and community connections) including transport links.
9. To develop, maintain and review individualised support plans which include assessment of needs and risk produced in partnership with relevant agencies.
10. To monitor, review and evaluate individual protocols for people with complex needs in line with their support plans.
11. To provide a reliable and continuous source of general advice, advocacy and liaison for all tenants (i.e. mediating in neighbour disputes).

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12. To maintain the safety and security of communal areas, including weekly health and safety inspections of communal areas and conduction of fire drills (including liaison with Health and Safety Manager/Risk Management Officer).
13. To provide a waking night service which enables people to stay safe and protected from harm (responding to emergencies via telecare, security of building, promotion of personal safety/security, managing visitors, health and safety within the building).
14. To ensure the delivery of a flexible, responsive service which can adapt to changes in each individual's level of need and which provides a continuous presence.
15. To ensure that all members of the Concierge Plus team are providing housing related support which enables service users to:
 - Achieve economic well-being
 - Enjoy and achieve
 - Be healthy
 - Stay safe
 - Make a positive contribution
16. To promptly report all concerns regarding risks to senior staff, the Duty Manager/On Call Manager and relevant agencies.
17. To take appropriate action in the event of emergencies, ensuring that the Housing Support Worker and Duty/On Call Manager are informed promptly.
18. To follow Health and Safety guidelines carefully and to alert the Housing Support Worker immediately of any concerns in relation to Health and Safety issues.
19. Carrying out some light cleaning duties.

Other

20. To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
21. To provide regular verbal and written reports to colleagues.
22. To accept support, supervision and guidance from senior colleagues.
23. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
24. To comply with and to implement the Equal Opportunities Policy.
25. To maintain confidentiality at all times, in accordance with the agreed policy.
26. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
27. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

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28. All employees should be aware that due to the nature of work Creative Support undertakes there may be a requirement to support service users with daily living skills and individual activities.

29. In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

30. Any other duties as required.

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PERSON SPECIFICATION – CONCIERGE SUPPORT WORKER – TWILIGHT SHIFT
Blackpool Complex Needs Services

	QUALITIES REQUIRED	How Assessed	Essential or Desirable?
1	Ability to demonstrate a warm, person centred and affirmative approach to people with complex needs, including homelessness or risk of homelessness, drug/alcohol misuse, offending backgrounds and/or mental health needs	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users to develop and sustain warm and trusting relationships	Application & Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with complex needs	Interview	Essential
5	Ability to coordinate the full range of health and social care interventions relevant to service user needs	Application & Interview	Desirable
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Ability to provide an effective emergency response as required to accidents, incidents and emergencies and liaising with emergency services	Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9	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
10	Understanding of the Recovery Model, person centred aims, principles of Creative Support and ability to put these into practice	Interview	Desirable
11	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
12	Ability to provide emotional and practical support to service users	Interview	Essential
13	Ability to carry out all necessary housing related support and housing management tasks and to maintain a safe and attractive environment	Application & Interview	Essential
14	Ability to include and engage tenants and carers in the collaborative delivery and review of services	Interview	Essential
15	Possession or willingness to work towards NVQ level 2 or 3 equivalent	Application Form	Essential
16	Good standard of general education	Application Form	Essential
17	Willingness to work flexible hours including evenings, weekends and bank holidays	Interview	Essential
18	Willingness to attend training courses and events	Interview	Essential
19	Willing to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – CONCIERGE SUPPORT WORKER – TWILIGHT SHIFT

Blackpool Complex Needs Services

Salary:	Up to £10.00 per hour	
	Point One:	£9.90 per hour
	Point Two:	£10.00 per hour
Please Note: <i>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. Applicants under the age of 25 who possess a degree level qualification will commence on Point One of the above scale.</i>		

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.

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.

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:

After two years of continuous service you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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:

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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 eighteen months service - Up to a maximum of four weeks at full pay.
- Eighteen 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 6 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.

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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.

Achieve Q 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 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.

Vaccination Policy:

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks.

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Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

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