

# Advert - Referral & Crisis Support Worker

**Hours: 37 per week**

**Pay: £27,021 - £28,972 (dependent on experience)**

Disability Stockport is a local charity supporting disabled people and those with long-term health conditions to live independently and with dignity. We are seeking a Referral and Crisis Support Worker to be a key first point of contact for individuals seeking support and to work directly with those in crisis to find lasting solutions.

This dual role requires a calm, organised, and compassionate person with excellent communication and administrative skills. You will manage incoming referrals and enquiries, while also providing proactive support to people experiencing significant distress – whether due to housing issues, financial hardship, mental health concerns, or social isolation.

You'll benefit from a supportive working environment and being part of our fantastic and diverse team, working to achieve our vision of an equal and inclusive society.



## Role Overview

The main duties of the post are to:

- Manage referrals into services and respond to enquiries from the public and agencies in a professional and confidential manner
- Provide person-centred support to individuals in crisis or distress
- Assess needs and co-produce personalised support plans that promote wellbeing and recovery
- Connect people to appropriate services, social opportunities, and practical support (e.g. housing, benefits, budgeting)
- Design a range of engagement options including group sessions, one-to-one support, and online forums
- Reduce isolation and build resilience through community connections and tailored activities
- Maintain accurate records, databases, and case studies to track referrals and demonstrate impact
- Liaise with staff, external agencies, and partners to coordinate support and share best practice
- Identify and respond appropriately to safeguarding concerns in line with organisational policy
- Support wider team initiatives, including user-led programmes and life skills development
- Undertake any other duties reasonably requested by the Stockport Centre for Independent Living Manager

## Person Specification

The post holder will have the following skills:

- Experience supporting vulnerable or marginalised individuals, particularly in times of crisis
- Strong organisational and multitasking abilities in a busy environment
- Excellent verbal and written communication skills
- A flexible and solutions-focused approach to problem-solving
- Ability to remain calm and professional when managing sensitive situations
- Understanding of safeguarding, confidentiality, and inclusive practices
- Ability to build relationships across a diverse range of people and agencies
- Confident using IT systems and maintaining accurate records
- Self-motivated and reliable, with the ability to work independently and as part of a team
- Experience facilitating groups or co-developing support activities is desirable

If you are interested in this opportunity or would like more information, please contact:

[sara.crookdake@disabilitystockport.org.uk](mailto:sara.crookdake@disabilitystockport.org.uk)

We look forward to receiving your expressions of interest by 4th July 2025