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Female Supported Living Manager
Wandsworth Supported Living Service

Reference: 80517

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: 08 August 2024

Once you have submitted your application form allow *10 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.

To find out more about this opportunity please feel free to contact Pia Parekh, Senior Service Manager, at Pia.Parekh@creativesupport.co.uk or 07976 915 989.

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

Yours faithfully

Recruitment Department

Exempt from Section 7 2(e) of the SDA



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JOB DESCRIPTION – FEMALE SUPPORTED LIVING MANAGER

Wandsworth Supported Living Service

Hours: 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service. Part time hours would be considered subject to a minimum of 4 days per week.

Responsible to: Registered Service Manager

Summary of the Role and Our Expectations

The Supported Living Manager is responsible for managing a high quality support service for 7 clients with a learning disability and/or autism, some of whom may have other needs including physical disabilities, behaviour which may challenge and mental health needs. To be responsible for all aspects of operational management, including:

- Leading, managing and supervising a team of staff
- Ensuring that caring and respectful personalised support is provided at all times
- Promoting a dynamic culture of active support and reablement
- Achieving positive outcomes for all service users
- Ensuring that the accommodation is managed to a high standard, in partnership with the housing provider
- Maintaining excellent relationships with stakeholders and commissioners
- Ensuring that the service is provided in accordance with the individual's support plans, the service specification and CQC requirements

This responsible senior role will require flexibility across the week and working time will include time working on shifts providing direct care and support. The Supported Living Manager is expected to fully understand the needs of all service users and to act as a professional role model, coaching and mentoring staff. A high level of motivation and personal commitment is required with high standards, as the Supported Living Manager will ensure that the service maximises positive outcomes and achieves the highest standards of service delivery, contract and CQC compliance.

1. Staff Management

- 1.1 To co-ordinate and deploy staff resources as efficiently and effectively as possible in relation to the assessed needs of service users and the general requirements of the service within the framework of the overall budget.
- 1.2 To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved.
- 1.3 To ensure that staff understand and are committed to the person-centred values and objectives of the service and Creative Support.
- 1.4 To identify, reinforce and positively acknowledge good practice in order to build staff confidence and team morale.
- 1.5 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.
- 1.6 To ensure that all staff receive personal support, supervision and appraisal. To take appropriate support and corrective action to ensure that performance concerns are addressed proactively.

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- 1.7 To ensure that staff training and development needs are identified and met. To coach staff and to participate in the planning and delivery of staff training and development activities. To maintain an up to date staff training matrix at all times.
- 1.8 To organise and chair team meetings and senior staff meetings. To brief staff regarding policy and practice issues.
- 1.9 To ensure that staff develop and sustain warm and trusting relationships with service users promote their self-esteem, happiness and emotional health.
- 1.10 To organise and manage the personalised recruitment and selection of staff, matched to the needs of service users, under the direction of the Service Manager/Area Manager, ensuring a high level of service user and family participation in the selection process.
- 1.11 To ensure that all new staff and any temporary/agency staff or students are fully inducted into the service; such induction to include: core values (eg dignity, respect) service user needs/risk, support and activity plans, medication & health needs and any associated protocols, Health & Safety, fire prevention and safety, care of the physical environment, emergency procedures, duty of care in respect of health and wellbeing, operational policies, safeguarding and incident reporting procedures, whistleblowing and communicating concerns, internal/external customer care expectations, roles of other agencies, shift and rota requirements, timely submission of valid timesheets/expense claims, timekeeping and attendance expectations, absence reporting, positive team working and general standards of behaviour, conduct and professionalism.
- 1.12 To carry out and record direct observations of staff practice in home and community settings to ensure that staff are caring, respectful, empowering and competent in their practice.
- 1.13 To promote a high level of commitment and duty of care to service users along with unconditional positive regard for each person supported. To support staff to maintain appropriate professional boundaries.

2. Care and Support of Service Users

- 2.1 To ensure that staff encourage and support service users to express their needs, views and concerns and enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 2.2 To ensure that staff fully respect and promote the rights and entitlements of people with disabilities and support service users to access independent advocacy and advice.
- 2.3 To undertake a holistic assessment of need for each service user prior to moving into the service and to review and update this on a regular basis. To develop Personalised Transition Plans for service users to ensure an effective transfer into the service.
- 2.4 To ensure that all service users have Individual Support Plans/PCP's which meet their identified needs. To monitor the content, implementation and effectiveness of plans. To ensure that all service users have a key worker and co-worker and to act as the nominated key worker as appropriate.
- 2.5 To undertake a comprehensive risk assessment in relation to each service users history, current needs and activities. To devise risk management plans to reduce and manage identified risks. To promote a culture of positive risk management. To undertake a new risk assessment when there is a change in the individuals risk profile.

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- 2.6 To facilitate meaningful person-centred reviews, which capture the views of the person supported and members of their Circle of Support, including family members and external professionals. To ensure that PCP reviews take place within 6 weeks of a service user moving into the service and at six monthly intervals thereafter. To ensure that reviews are inclusive and dynamic processes which review all aspects of care and support, the persons quality of life and experience of the service and the outcomes achieved. To ensure that new aspirational goals are agreed and that short and longer-term plans are developed and implemented to achieve these.
- 2.7 To ensure that individuals who have additional needs, including physical health needs and disabilities, Autistic Spectrum Disorders, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.
- 2.8 To ensure that the communication needs of service users are identified and met and that each person with communication needs has a personalised Communication Plan/Communication Passport. Where specific communication skills are required (such as Makaton or BSL) to support staff to acquire and develop these skills. To promote the use of communication tools and approaches (such as social stories, PECs, visual planners and communication boards). To encourage the creative use of assistive and personalised technologies to promote communication and active engagement.
- 2.9 To ensure that service users receive effective, holistic support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the services. To ensure that each service user has an identified Key Worker and Co-Worker for each service user to co-ordinate their care and support.
- 2.10 To ensure that service users are supported to develop socially valued lifestyles, including culturally and age appropriate activities which build on their strengths, interests and aspirations. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities. To promote community connections and inclusion.
- 2.11 To ensure that service users are enabled to become as independent as possible and to maximise their confidence, competence and personal effectiveness. To achieve this by identifying and building on strengths and by developing skills and abilities through the provision of active support.
- 2.12 To work with service users and their Circle of Support to develop programmes of meaningful activities in accordance with their needs, interests and risk profile and to monitor the implementation of agreed activities. To draw up guidelines to reduce/manage any risks associated with activities and to promote the service users active enjoyment and participation in activities.
- 2.13 To contribute to the development and implementation of Positive Behaviour Support Plans and Guidelines as required, working in collaboration with Creative Support’s PBS team and the wider Multi-Disciplinary Team. To coach staff in the use of appropriate strategies and interventions which are personalised to their needs and are least restrictive.
- 2.14 To ensure service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To ensure that service users receive health-related advice, support and regular primary healthcare checks. To promote the physical and mental wellbeing of service users through promoting good nutrition, hydration, relaxation, exercise and active healthy lifestyles. To support the development of comprehensive Health Action Plans and specific health protocols where these are required to manage long term conditions.

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- 2.15 To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the planning of transitions and individual support, where this is in accordance with service user preferences.
- 2.16 To act as a role model providing skilled direct care and support to service users. To guide and coach individual staff members and teams to follow support plans, agreed approaches and interventions. To encourage staff to promote service user confidence, independence, and competence in all areas of daily living by utilising active support principles, life skills training and personalised coping strategies.
- 2.17 To observe and monitor the service users' mental and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 2.18 To ensure that emergencies and incidents are responded to promptly and appropriately within Creative Support and local authority policy and reporting procedures.
- 2.19 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and the Council's safeguarding policies and procedures. To communicate any concerns regarding the safety or welfare of clients to Care Managers, family members and other appropriate agencies. To report concerns regarding vulnerable adults to the local authority, the Care Manager, and to the Area Manager/Service Director as well as to notify Head Office/Out of Hours Team. To put an immediate safeguarding protection plan in place to ensure that vulnerable adults are safeguarded pending further follow-up.
- 2.20 To contribute to capacity assessments and best interest processes alongside members of the multi-disciplinary team. Where restrictions are agreed as being in the best interests of the person supported to ensure that these are implemented, evaluated and regularly reviewed.
- 2.21 To ensure that staff carry out and record all financial transactions involving service users within agency guidelines. To ensure that service users are enabled to be as independent as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.
- 2.22 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for collection, storage and administration of medication with agency guidelines. To report side effects or failure to take medication to the prescribing doctor. To promote self-administration where this is agreed to be in the best interests of the person supported. To undertake regular medication compliance audits.
- 2.23 To promote anti-discriminatory practice and to ensure that the services are responsive to the specific needs of female service users and clients from ethnic minorities.

3. Management and Administration

- 3.1 To be accountable for the overall quality of the service and to ensure that it conforms at all times with the service specification and the quality standards and expectations of the CQC, local authority commissioners and stakeholders.
- 3.2 To review and audit daily and weekly care records, medication records, incident reports and other records. To identify and implement any service improvements arising out of the audits.

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- 3.3 To ensure that policies and regulations pertaining to fire, environmental health, lone working, general safety and security are understood and adhered to by all staff, tenants and visitors. To promote a high standard of health and safety awareness. To record and follow up accidents and incidents within the Project and to take appropriate follow-up and preventative action. To carry out daily and weekly health and safety checks in accordance with agency standards.
- 3.4 To encourage customer feedback, and suggestions for improving services and to promote a positive attitude to complaints. To ensure that complaints are fully investigated and proactively addressed and that timely and effective corrective and preventative actions are carried out. To ensure that the individual rights of service users are respected by staff and that service users are offered access to sources of independent advocacy and advice.
- 3.5 To maintain effective administrative procedures and financial control systems. To ensure that all matters pertaining to client finances are well managed within the framework of Creative Support's Policy '*Client Financial Procedures*' and to monitor carefully all financial arrangements and transactions.
- 3.6 To help develop and participate in monitoring and evaluation procedures. To prepare for and contribute to the formal review and inspection of the service. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for service users. To ensure that all agreed quality assurance checks and processes are carried out and to ensure that CQC standards and requirements are met at all times.
- 3.7 To assist the Area Manager/Service Director in the management of the service budget and to liaise with Creative Support's Financial Team. To ensure that petty cash and basic book-keeping procedures are maintained to the required standards.
- 3.8 To ensure that the accommodation and the general living and working environment is kept to a high standard and that all areas are attractive, clean, safe and well maintained. To ensure that repairs are promptly reported and followed up. To ensure that housing services are carried out to a high standard.
- 3.9 To ensure that the physical environment continues to safely and appropriately meet the needs and preferences of individuals. To advise on the need for improvements or adaptations where needed in liaising with appropriate professionals such as Occupational Therapists. To ensure that assistive technologies are used as creatively and fully as possible and that sensory and disability related needs are met.
- 3.10 To promote a positive and inclusive atmosphere in the service and in communal areas, encouraging service users to treat each other with respect and consideration.

4. Joint Working

- 4.1 To establish and maintain good working relationships with all professionals and services in the relevant area.
- 4.2 To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter-agency forums.
- 4.3 To facilitate the involvement of service users, carers and representatives in the management and development of the Service.
- 4.4 To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.

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- 4.5 To deputise for the Registered Service Manager and other senior staff as required, and to lead the service in their absence.
- 4.6 To take part in local, regional and agency-wide networks for promoting and developing good practice in areas such as Positive Behaviour Support, Transforming Care, and Health Promotion.

5. Other Duties

- 5.1 To promote Creative Support, its services and activities to clients, carers, other agencies, and the general public. To contribute to the wider business development and reputation of Creative Support.
- 5.2 To accept support, supervision and guidance from senior colleagues.
- 5.3 To carry out all work in a manner consistent with the aims of the service and the philosophy and ethos of Creative Support.
- 5.4 Ensure that you and other staff, volunteers and students on placement comply with the following:
 - Health and Safety policies
 - Equal Opportunities Policies
 - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
 - Confidentiality and data protection
 - The Care Act 2014
 - All Creative Support policies, procedures and guidelines for best practice
- 5.5 All employees should be aware that 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.
- 5.6 You will be required to work flexibly covering five out of seven days which will include some weekends and evenings and this may include Bank Holidays.
- 5.7 You will be required to carry out On-call Manager duties.
- 5.8 To identify own training needs in discussion with line manager and attend training events and courses as required.
- 5.9 Any other duties as required.

PERSON SPECIFICATION – FEMALE SUPPORTED LIVING MANAGER

Wandsworth Supported Living Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least one year's relevant experience of supporting people with learning disabilities and/or autistic spectrum conditions	Application & Interview	Essential
2	At least one year's experience of managing and supervising staff	Application & Interview	Essential
3	Experience of planning and managing effective transitions for service users	Application & Interview	Desirable
4	A relevant professional or practice related qualification (such as NVQ/H&SC Diploma level 4 or 5)	Application & Interview	Desirable
5	A warm, positive and person-centred approach and a demonstrable commitment to person-centred values.	Interview	Essential
6	An understanding of the needs of people with a learning disability, autistic spectrum conditions and other needs.	Application & Interview	Essential
7	An understanding of active support and reablement principles	Application & Interview	Essential
8	Knowledge of relevant legal and good practice frameworks (MCA, DOLS, MHA etc.) and ability to apply these to supported living.	Application & Interview	Essential
9	A commitment to open, ethical and accountable practice. A strong personal duty of care and work ethic and a willingness to go the extra mile to achieve positive outcomes for the people we support.	Interview	Essential
10	Ability to lead, motivate, supervise and support staff and to coach and train staff and students on placement	Application & Interview	Essential
11	Ability to deploy staff effectively according to the needs of services users and to devise efficient staff rotas	Application & Interview	Essential
12	Good written communication skills with the ability to write professional case summaries and reports	Application & Interview	Essential
13	Emotionally intelligent and resilient with good interpersonal skills , including the ability to communicate effectively verbally and to actively listen to others and respect their views	Interview	Essential
14	A positive approach to team development and team working and to supporting and working alongside other senior staff	Interview	Essential
15	Knowledge & understanding of CQC essential standards and reporting requirements	Interview	Desirable
16	A good knowledge of mental and physical health conditions and the ability to develop Health Action Plans and specific health protocols	Application & Interview	Essential
17	Ability to use a range of communication approaches (e.g. Social stories, Makaton, PECS, intensive interaction) and to be able to creatively use visual communication aids	Application & Interview	Desirable
18	Ability to undertake comprehensive risk and needs assessments and to devise effective risk management/support plans and to promote a culture of robust risk management and safeguarding	Application & Interview	Essential
19	Ability to facilitate and contribute to Person Centred Planning and review processes and to formulate SMART goals	Application & Interview	Essential
20	Experience of observing practice, auditing care records, reviewing and evaluating practice and service delivery	Application & Interview	Desirable
21	Ability to organise own workload effectively and to work independently, with support from line manager	Interview	Essential

22	Ability to liaise professionally and collaboratively with families, the multi-disciplinary team and external agencies and to build positive community links and connections for service users	Application & Interview	Essential
23	Commitment to anti-discriminatory practice and to providing services which respect the rights and needs of all individuals	Interview	Essential
24	Possession of good physical health and sufficient mobility to undertake moving and handling tasks as required	Interview	Essential
25	Willingness to work flexibly on a rota to meet the needs of the service, including evenings and weekends as required	Interview	Essential
26	Willingness to be part of the local on call and Duty Manager service on a rota	Interview	Essential

TERMS AND CONDITIONS – FEMALE SUPPORTED LIVING MANAGER

Wandsworth Supported Living Service

Salary:	Up to £37,000 per annum pro rata depending on experience, current salary and qualifications	
	Point One:	£35,000 per annum
	Point Two:	£36,000 per annum
	Point Three:	£37,000 per annum
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.</i>		

Hours of Work:

Full time (Up to 37.5 hours per week) including weekends and public holidays to be worked according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid. It may be necessary to work occasional sleep-ins.

Holidays:

25 days per annum plus eight statutory days pro rata.

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:

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.

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 Period 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

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£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 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 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.

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.

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WeCare 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.

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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