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Supported Living Manager

Reference: 78955

Durham Learning Disability, Autism and Complex Needs Supported Living 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: 12 September 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 Faithfully

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

Recruitment Department

All candidates are subjected to enhanced DBS checks.



JOB DESCRIPTION – PROJECT MANAGER

Durham Learning Disability, Autism and Complex Needs Supported Living Services

Hours: 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service.

Responsible to: Registered/Area Manager and other senior colleagues

Summary of Job

- i) To assist the Area Manager in the operational management of a high quality support service for people with learning disabilities, autistic conditions and other complex needs in the Durham area.
- ii) To directly line manage, mentor and supervise staff working within the service.
- iii) To ensure that service users receive individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.
- iv) To be accountable for the overall quality of the service and to ensure that it conforms with the required quality standards and requirements of Creative Support, CQC and the Service Commissioners.

Care and Support of Service Users:

- 1.1 To ensure that staff develop and sustain warm and trusting relationships with service users and that staff promote their self esteem, happiness and emotional health.
- 1.2 To ensure that staff encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions using the Mental Capacity Act/Best Interest decisions as appropriate enabling them to participate as fully as possible in planning and decision making processes.
- 1.3 To ensure that staff respect and promote the rights and entitlements of people with learning disabilities and other associated needs. To enable service users to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.
- 1.4 To ensure that all service users have person centred plans in place and to ensure that these are updated in partnership with service users, other professionals and family members.
- 1.5 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 individual support, where this is in accordance with service user preferences.
- 1.6 To ensure that service users are enabled to become as independent as possible and to grow in confidence, competence and personal effectiveness. To achieve this through the provision of

practical assistance, support, teaching, advice, role modelling, encouragement and positive feedback.

- 1.7 To coach staff in the use of appropriate strategies and positive approaches, as specified by the Positive Behavioural Support Plans, to support people who express their frustrations and needs through challenging behaviour.
- 1.8 To support staff members to follow Positive Behavioural Support Plans to support individual needs and to work with members of the multi-disciplinary team in the development and review of these guidelines.
- 1.9 To ensure that all service users have a health action plan and that they receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To promote nutrition, hydration, relaxation, exercise and a healthy lifestyle.
- 1.10 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for the collection, storage and administration of medication within agency guidelines. To report any side effects or failure to take medication to the prescribing doctor.
- 1.11 To observe and monitor the service users' emotional and physical well being and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 1.12 To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.15 To complete CITRUS training including both understanding both Breakaway and Physical Intervention techniques and to renew this training as and when required.
- 1.16 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.
- 1.17 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.
- 1.18 To ensure that the specific needs of service users, who have additional support needs, including physical health needs and disabilities, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.
- 1.19 To ensure that all service users have Individual Support Plans and Person Centred Plans which are regularly reviewed and evaluated. 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.
- 1.20 To ensure that service users receive appropriate and adequate care and support to meet their individual needs, drawn from the full range of external services available, as well as from

resources available within the project. To ensure that all service users are effectively linked into Care Management mechanisms and have identified statutory Key Workers.

Staff Management:

- 2.1 To lead and manage a team of staff so as to ensure that the highest levels of performance and standards of work are achieved.
- 2.2 To plan ahead to meet the needs of service users as identified by their individual Person Centred Plan by:
 - Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
 - Delegating tasks and responsibilities as appropriate
 - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times
 - Ensuring that all planned service user activities take place and that all individual programmes are followed.
- 2.3 To have a clear vision for the provision of personalised learning disability services consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.
- 2.4 To co-ordinate and deploy staff resources as efficiently as possible in relation to the needs of service users and the requirements of the service.
- 2.5 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals and stakeholders.
- 2.6 To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.
- 2.7 To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities. To act as an Assessor for staff undertaking The Care Certificate. To coach, train and supervise nursing, social work and other students on placements and to contribute to agency training initiatives.
- 2.8 To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.
- 2.9 To promote and nurture good practice and to brief staff regarding wider policy and practice issues.
- 2.10 To participate in the recruitment and selection of staff, under the direction of the Project Manager and the Registered Manager.
- 2.11 To support staff members following incidents providing debriefs, completing incident reports and liaising with relevant carers and professionals.

Project Management and Administration:

- 3.1 To plan and co-ordinate transitional support including liaison with families, stakeholders and members of the multi disciplinary team.
- 3.2 To be accountable for the overall quality of the service and to ensure that it conforms with the required quality standards and requirements of Creative Support, CQC and the service commissioners.
- 3.3 To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained.
- 3.4 To ensure that policies and regulations pertaining to fire, environmental health, 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 assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.
- 3.5 To encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. To promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.
- 3.6 To maintain effective administrative procedures and financial control systems in liaison with the Registered Manager and the Finance Department. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures*' and to monitor carefully all financial arrangements and transactions.
- 3.7 To help develop and participate in monitoring and evaluation procedures. To assist in the formal review of all schemes at regular intervals. To collect and collate relevant statistical information including client contact hours. To develop and participate in the evaluation of outcomes for clients. To ensure that any quality assurance measures are implemented.
- 3.8 To assist the Service Manager in the management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Manager.
- 3.9 To ensure that the accommodation in which service users live is maintained to the highest possible standards. To ensure that necessary repairs are reported promptly and that all housing services are efficiently and effectively carried out.
- 3.10 To reinforce the terms and conditions of the tenancy agreement, taking into consideration tenant's needs and working within a multi-disciplinary framework.
- 3.11 To establish and maintain good working relationships with all professionals and services in the area. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.
- 3.12 To facilitate the involvement of service users, carers and representatives in the development and management of services. To promote Creative Support, its services and activities to service users, carer, other agencies and the general public.
- 3.13 To notify local agencies of any vacancies within the project, and to seek appropriate referrals so as to make the best use of the service. To carry out full assessments of clients referred and to

work in conjunction with the multi-agency team to devise detailed, person centred transitional support plans.

Other:

- 4.1 To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 4.2 To accept support, supervision and guidance from senior colleagues.
- 4.3 To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 4.4 To comply with and to implement the Equal Opportunities Policy.
- 4.5 To maintain confidentiality at all times, in accordance with the agreed policy.
- 4.6 To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 4.7 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 4.8 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 and may involve supporting people with personal care needs
- 4.9 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.
- 4.10 Any other duties as required.

JOB DESCRIPTION – PROJECT MANAGER

Durham Learning Disability, Autism and Complex Needs Supported Living Services

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	A minimum of three years' experience supporting people with a learning disability, autism and other support needs	Application & Interview	Essential
2	At least two years' experience of supervising staff or managing services for people with learning disabilities and autism	Application & Interview	Essential
3	Ability to engage with service users, and to develop and sustain warm and trusting relationships	Interview	Essential
4	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
5	Good written communication skills	Application & Interview	Essential
6	A high level of customer focus and the ability to lead and manage a team to provide excellent customer service	Interview	Essential
7	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
8	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
9	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
10	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
11	A non-judgmental, accepting approach to working with people who may be challenging	Interview	Essential
12	To have knowledge of Positive Behavioural Support Planning in order to develop plans for individuals who may present with behaviours which may challenge services.	Interview	Essential
13	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
14	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
15	Ability to support and supervise junior staff and provide on the job coaching, personal development and guidance to all staff to ensure they understand person centred and behavioural plans	Application & Interview	Essential
16	Knowledge of helpful approaches and strategies to support people with learning disabilities/autism	Application & Interview	Essential
17	Ability to use a range of helpful communication approaches (e.g. Makaton, PECS, TEACCH)	Application & Interview	Essential
18	Demonstrable skills in working effectively with people who have learning disabilities and autistic spectrum conditions including people who have personal care needs and challenging behaviours	Interview	Essential
19	Ability to carry out a comprehensive assessment of an individual's care and support needs, including risk assessment. Ability to devise effective individual care plans, risk management plans and management guidelines and protocols for managing challenging behaviour	Interview	Essential
20	To have a knowledge of local, government legislation in relation to the management of COVID 19 strategies and risk assessment	Interview	Desirable

21	The ability to serve as a professional role model to colleagues	Interview	Essential
22	Experience of staff supervision and management	Application & Interview	Essential
23	Significant experience of supporting people with learning disabilities and autism including individuals with complex needs	Application Form	Essential
24	Experience of consulting with service users and responding to their views in service development and delivery	Interview	Essential
25	Experience of evaluating, monitoring and reviewing services	Interview	Essential
26	A relevant professional qualification (e.g., RNLD, DipSW, BASW, NVQ IV)	Application & Interview	Essential
27	Degree level academic qualifications /management qualifications	Application Form	Desirable
28	Willingness to work flexible hours according to needs of the agency and service users	Interview	Essential
29	Willingness to attend training courses and events	Interview	Essential
30	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
31	Requirement to work shifts on a flexible rota to meet service users needs.	Application & Interview	Essential
32	Willingness to be part of the local on call service	Application & Interview	Essential
33	Car driver	Application & Interview	Essential

TERMS AND CONDITIONS – PROJECT MANAGER

Durham Learning Disability, Autism and Complex Needs Supported Living Services

Salary:	Up to £27,105.00 per annum based on qualifications and experience	
	Point One:	£13.65 per hour
	Point Two:	£13.90 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.</i>		

Hours of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

On-Call Rota:

Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

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.

Holidays:

25 days plus 8 statutory days pro rata.

Birthday Holiday Bonus:

All contracted employees are 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. 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.

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 time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after six month employment. This scheme provides a death in service benefit of two time's 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 its 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 a regular basis to any of the registered charities either large or small.

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 had 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 provided will be depended 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 maybe 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 HRDepartment for a copy of this.

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.