



Creative Support Ltd, Head Office

Wellington House Tel: 0161 236 0829
131 Wellington Road Fax: 0161 237 5126
Stockport recruitment@creativesupport.co.uk
SK1 3TS www.creativesupport.co.uk

Extra Care Deputy Project Manager
Klute House, Eastman Village, Harrow Extra Care Service

Reference: 80570

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: 10 September 2024

Once you have submitted or posted your application form allow *7 working days* after the closing date for a response. Please return the completed application form by email to recruitment@creativesupport.co.uk or to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

If you would like to discuss this position, please contact Tamryn Nicol on 07929717745 or tamryn.nicol@creativesupport.org.uk or Mahip Singh on 07815518847 or Mahip.Singh@creativesupport.co.uk.

Yours faithfully,

Recruitment Department

Finalised by: M. Singh and T.Nicol on 26 March 2023

All employees are subject to DBS checks



JOB DESCRIPTION – EXTRA CARE DEPUTY MANAGER

Klute House, Eastman Village, Harrow Extra Care Service

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

Responsible to: Extra Care Registered Manager, Area Manager and other senior colleagues.

We are seeking two enthusiastic Extra Care Deputy Managers to support the Registered Manager in leading an Extra Care service in Eastman Village, Harrow. It is a friendly, culturally rich area, with the closest tube station being Harrow and Wealdstone station.

The scheme focuses on providing integrated, holistic care and support to older people with care and support needs. Needs may include dementia, mental health needs, physical disabilities, learning disabilities and complex health needs. The scheme consists of 60 units consisting of one bedroom self-contained flats.

You will demonstrate a warm, caring and energetic approach, with a strong commitment to enable individuals to lead a fulfilled life while maintaining high levels of independence. **You must have a positive attitude and the ability to identify opportunities to engage individuals in all aspects of support provision and deliver dignified personal care.** You must be adept in the use of person-centred approaches when meeting the needs of the people we support.

Summary of Job

- i) To assist with the operational management of an Extra Care sheltered housing service for 60 individuals who have a variety of physical and mental health needs, including dementia. You are expected to collaborate with the Extra Care Manager, Social Services, the housing provider and other stakeholders. You will ensure that CQC care standards are met and that the highest level of customer service is provided.
- ii) To support in delivering a flexible and empowering service to meet the needs of clients. To work with housing providers and families in promoting a positive atmosphere within the scheme. To encourage participation in social activities on-site and to build connections in the wider community.
- iii) To ensure that the people we support receive individualised, person-centred support which enables them to enjoy a fulfilling and valued life. To ensure that clients retain existing skills and that staff promote re-ablement and maximise independence. To provide outcome-focused support which enables people to achieve planned goals and desired outcomes. This will involve actively working with the people we support and their circle of support when formulating care plans, risk assessments and health action plans.
- iv) To assist with leading, coordinating and supervising a team of 15-30 support workers to achieve the highest standards of customer care and positive outcomes. **In addition, you will be required to provide direct personal care support to clients in a warm and dignified manner.**
- v) To work in conjunction with other members of the multi-disciplinary teams, families and other stakeholders to achieve positive outcomes for individuals.

1. Management Duties

- 1.1 To articulate and reinforce the vision of a positive supported-living model, ensuring that it is embedded in practice. To ensure that staff understand, and are committed to, the values and expected outcomes of an Extra Care service.
- 1.2 To ensure that an outcome-focused and person-centred support plan is devised in response to the identified needs, preferences and aspirations of individuals and that an agreed programme of support and activities is identified and organised. To ensure that support plans are consistent with statutory assessments and care plans, as appropriate. You will ensure that the care provided is reliable, skilled, sensitive, and is delivered at times which meet the needs and lifestyle preferences of the clients.
- 1.3 To ensure there is an up-to-date risk assessment for all individuals which is reviewed at least every 6 months.
- 1.4 To ensure that people receive a consistent, reliable and personalised service by deploying staff to meet their needs and preferences in accordance with agreed support plans and activity programmes. To ensure that commissioned support hours are provided reliably in accordance with the statutory care plan. To organise rotas as efficiently and effectively as possible, and to arrange cover for absences and additional requirements as needed. To ensure that staff rotas take account of gender preferences and other specific requirements.
- 1.5 To develop and manage the performance of all staff for whom the post holder is responsible, by providing supervision, coaching, direct observation of practice and periodic appraisals within the Competency Framework. To ensure that staff training needs are identified and met, and all training undertaken is recorded within supervision files and the training matrix.
- 1.6 To maintain sufficient contracted and relief staff to meet the assessed needs of clients and the contract specification, and to avoid using agency staff. You will proactively identify the need for staff recruitment and be involved in the recruitment and selection of staff and volunteers under the direction of the Manager and senior colleagues.
- 1.7 To ensure that the people we support have a designated key worker with identified responsibilities for implementing and reviewing their support plan / person-centred plan for working towards the achievement of agreed goals and for communicating effectively with their circle of support and other agencies.
- 1.8 To ensure that person-centred reviews are carried out at 6 monthly intervals, and that these are organised in such a way as to maximise the participation of the people we support and their circle of support. To utilise the review process to adjust planned support as people become more confident, independent, and build up informal support networks and community links. This includes monitoring client satisfaction with their planned and delivered care.
- 1.9 To ensure high standards of health and safety by ensuring that staff comply with all safety policies and requirements. To ensure the physical environment is maintained in a safe, clean and tidy manner. To ensure safe lone-working protocols are followed and to be aware of staff whereabouts at all times.
- 1.10 To communicate effectively with staff, the people we support, their families and stakeholders, and to promote the positive reputation and activities of Creative Support.

- 1.11 To assist with the organisation of regular team meetings at monthly or more frequent intervals, and to ensure that staff are well-briefed in all matters relating to policy, good practice and agency requirements. To support the Manager in encouraging full attendance and participation of all staff (including part time and relief staff) in these meetings.
- 1.12 To ensure that all staff practise in a safe, competent and person centred manner, and follow all guidelines for the provision of personal support, management of medication and health conditions, support with mobility, everyday household tasks, personal finances and community activities. To ensure that staff encourage clients to self-medicate, where possible, and where direct assistance is required, that staff follow the guidelines for administration and recording as outlined in client’s prescription, Care Plan and Creative Support’s Medication Policy.
- 1.13 To report and manage accidents, incidents and emergencies, following Creative Support and agreed multi-agency reporting guidelines and requirements.
- 1.14 To provide excellent internal and external customer care. To respond professionally to all enquiries and to reply efficiently to emails and written requests for information. To ensure that the people we support, and their families, are aware of the Complaints Policy and are supported to make complaints and suggestions. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families, staff and stakeholders. To ensure that service users have access to independent sources of advice, advocacy and representation, as required.
- 1.15 To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers, and students on placement comply with Creative Support and the local council’s Safeguarding Policy and Procedures. To report immediately any concerns regarding vulnerable adults or children to the Extra Care Manager, the Duty/On Call Manager and the local authority.
- 1.16 To enable clients to plan, and experience, dignified, comfortable and person-centred end-of-life care which meets their preferences and their cultural, spiritual and other needs.
- 1.17 To carry out all recording and administrative duties relating to the management and quality monitoring of the service, and to comply with all requests for reports and information from your line manager. To ensure that the service provided meets the service specification, Creative Support’s quality expectations and CQC essential standards – this includes keeping an updated version of all client files in the Registered Office.
- 1.18 To implement and comply with Creative Support’s Equal Opportunities Policies. To ensure that the service provided is sensitive to the cultural and religious needs of service users and staff alike. To promote cultural sensitivity and anti-discriminatory practice. To ensure that people with additional physical/sensory disabilities receive a service which is tailored to their individual needs and communication requirements.
- 1.19 To ensure that all staff carry out and record all financial transactions (including petty cash, expenses and service user finances) within agency guidelines.
- 1.20 To participate in monitoring and evaluation procedures. Contribute in formal reviews of the service. Collect and collate relevant statistical information. Participate in the evaluation of client outcomes. Implementation of quality assurance recommendations and requirements.

1.21 To carry out any other duties delegated by the Extra Care Manager, and other senior managers.

2. Direct Care and Support of Service Users

2.1 To develop and sustain warm, trusting and respectful relationships with the people we support.

2.2 To promote the self-esteem, happiness, and welfare of the people we support.

2.3 To offer unconditional positive regard to the people we support, and to respect their right to privacy and confidentiality.

2.4 To provide respectful personal care, and ensure that dignity is maintained at all times.

2.5 To encourage and support people to express their needs, views and concerns. To enable the people we support to make choices and decisions, and to participate as fully as possible in planning and decision-making processes. To enable people to contribute actively to decisions regarding their own care, support, and activities through communication methods which are tailored to individual needs. To ensure that Best Interest meetings are carried out where necessary with input from the Care Managers.

2.6 To respect and promote the rights and entitlements of people with disabilities and to enable them to engage as fully as possible in their communities and to maintain community connections. To ensure that people who require external advice, representation, and advocacy are referred to the appropriate services.

2.7 To carry out the role of key worker and to enable people to achieve their goals and dreams by working alongside them to develop their person-centred plans. To respond to changing needs and preferences, and to promote confidence, independence and coping abilities. To encourage the use of informal and peer support and to reduce reliance on paid support/services.

2.8 To support people in maintaining the safety, security, cleanliness and comfort of their homes. To support people in understanding and adhering to the terms and conditions of their tenancy agreement and in enjoying the rights and responsibilities of being a tenant, including paying rent, council tax and utility bills, reporting repairs and maintaining their accommodation to a good standard. To support people who have rent arrears to repay these according to agreed schedules. To support people to maintain good relationships with neighbours. To ensure excellent communication and joint working with the housing provider and agencies to ensure that accommodation and physical environment is kept to a high standard and that all areas are attractive, clean and well maintained. Ensure that repairs are reported in a timely manner and escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and/or to the client's satisfaction.

2.9 To support people to obtain and manage aids and adaptations to their homes in order to meet their mobility and other needs, and to access assistive technologies as required. To ensure that people with mobility and manual handling needs have an up to date manual handling assessment and that staff follow any specific guidelines for safe manual handling or mobility support which may arise from these assessments.

2.10 To ensure that emergency buzzers, pull cord / pendant alarm systems, assistive technologies / telecare and mobility aids / equipment are regularly checked, inspected and

function fully, and that staff and clients are trained in their use. To ensure that relevant contact numbers are accessible to staff in order to report faults with systems / equipment.

2.11 To use person-centred active support to enable people to become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas, as appropriate:

- Social skills/relationships
- Personal care & hygiene
- Maintaining tenancies & being a good neighbour
- Daily living skills
- Managing money/financial inclusion
- Using community resources and facilities
- Social and leisure activities
- Education, training and work opportunities
- Managing health and wellbeing
- Self organisation and coping abilities
- Personal safety

2.12 To support people to claim their full benefit entitlement and to devise personal budgets which support their chosen lifestyle. To promote financial independence and inclusion by supporting and enabling people to open bank accounts, pay bills, handle cash, make transactions and to save for future goals. To liaise with people's appointees to ensure they enjoy a high quality of life.

2.13 To support people to enjoy a wide range of activities and opportunities within the community, both within and outside the service, in accordance with their needs and preferences. To enable people to develop a socially valued lifestyle which includes a varied range of culturally and age appropriate experiences that build on their strengths, interests and aspirations. To enable people to access social, leisure, educational, training, volunteering and paid work opportunities where appropriate.

2.14 To ensure that people receive all necessary advice and support to maintain their physical and mental health and general well being. To support people in the management of long term conditions (such as epilepsy, diabetes and other conditions). To develop Health Action Plans for people with complex health needs in conjunction with health professionals. To ensure attendance at health appointments including regular optical, dental and other health checks appropriate to age, gender and individual needs. To promote nutrition, relaxation, exercise and a healthy lifestyle and compliance with medication and treatment programmes. To promote the right to access high quality primary and specialist health care services.

2.15 To observe and monitor people's emotional and physical well-being and to inform the line manager, families and other agencies of any concerns or significant changes in their needs, behaviour and circumstances. To convey any professional concerns to members of the multi-disciplinary team in a proactive manner.

2.16 To follow the guidance and risk management strategies outlined in the individual's risk assessment. To promote a culture of positive risk management which balances risk and enjoying opportunities for a fulfilling life. To ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors.

- 2.17 To work closely with the families of the people we support and other professionals involved in their care and support to provide a coordinated and bespoke service which meets the needs of the individual. To encourage and support connections with families, friends and members of the circle of support. To positively and respectfully communicate with families and other professionals at all times.
- 2.18 To maintain records and individual case files. To document and account for all work undertaken with the people we support and other agencies in accordance with recording standards.
- 2.19 Ensure that people can access the services they want, whether provided by community, local authority or commercial organisations by strongly encouraging these organisations to make appropriate reasonable adjustments.
- 2.20 To administer all medication to the people we support as per the stated guidelines. To ensure that clients are supported in ordering, taking and storing prescribed medication. To liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported.

3. Other

- 3.1 To notify your line manager of your planned whereabouts and to submit accurate timesheets weekly.
- 3.2 To provide regular verbal and written reports to colleagues.
- 3.3 To accept support, supervision and guidance from the Extra Care Manager and other senior managers.
- 3.4 To carry out all work in a manner consistent with the aims and philosophy of Creative Support.
- 3.5 To comply with and implement the Equal Opportunities Policy.
- 3.6 To maintain confidentiality and data protection at all times, in accordance with the agreed policies.
- 3.7 To identify training needs in discussion with your line manager and to attend training events and courses as required.
- 3.8 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 3.9 Any other duties as required.

PERSON SPECIFICATION – EXTRA CARE DEPUTY MANAGER

Klute House, Eastman Village, Harrow Extra Care Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Ability to demonstrate confidence, skills and experience in supporting people with a variety of mental and physical health needs. Experience of supporting older people with personal care needs.	Application and Interview	Essential
2.	A relevant social care qualification e.g. NVQ/QCF 4, RMA, DipSW etc	Application	Desirable
3.	A commitment to equal opportunities and the promotion of anti-discriminatory practice	Application & Interview	Essential
4.	Excellent written/verbal communication skills and good IT skills	Application and Interview	Essential
5.	Ability to demonstrate a warm, caring and energetic approach and a 'can do' attitude with a strong vision and commitment to achieving a responsive, flexible and personalised service.	Application and Interview	Essential
6.	Ability to lead, manage & supervise staff assertively to ensure effective team working, high standards of practice and positive outcomes for service users	Interview	Essential
7.	Experience of coordinating rotas and deploying staff to meet the needs and preferences of service users	Interview	Desirable
8.	Good organisational skills with the ability to prioritise & manage a busy workload (which will include direct support, supervision & management of staff and joint work with partner agencies)	Interview	Essential
9.	Ability to demonstrate a creative and innovative approach to delivering services and to meeting the needs of service users and dedicated to supporting clients with dignified personal care	Interview	Essential
10.	Personal resilience and ability to manage a challenging workload & competing priorities	Interview	Essential
11.	Ability to liaise warmly and positively with a range of agencies, to gain the confidence and respect of families, professionals and other stakeholders and to sustain productive partnerships	Application and Interview	Essential
12.	Willingness to work flexible hours according to the needs of the project. This will include evening and weekend working as required.	Interview	Essential

TERMS AND CONDITIONS – EXTRA CARE DEPUTY MANAGER

Klute House, Eastman Village, Harrow Extra Care Service

Pay Structure:

Up to **£33,000 per annum** dependent upon previous experience and qualifications. Previous salary will be taken into consideration if your last job was in a care setting.

Point 1 - £31,000 per annum

Point 2 - £32,000 per annum

Point 3 - £33,000 per annum

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.

Birthday Holiday Bonus:

You will be 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 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 £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.

Payroll Giving:

Administered by Charities Trust, a tax efficient way of donating on a regular basis to any of the registered charities either large or small.

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 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 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 basis 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.