



Creative Support Ltd
 Head Office
 Wellington House
 Stockport
 SK1 3TS

Tel: 0161 236 0829
 Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Supported Living Registered Manager
Bromley – 3 Supported Living Services

Reference: 77445

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: 7 January 2025

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.

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

For informal enquiries please email Jessica Morris – Senior Development Officer (Activities and Community Partnerships) on jessica.morris@creativesupport.co.uk or call her on 07772869304.



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JOB DESCRIPTION – SUPPORTED LIVING REGISTERED MANAGER
Bromley Services



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

Responsible to: Area Manager and other senior colleagues

Summary of Job

1. **Taking a hands-on approach**, the post holder will be accountable for the development, operational management, staff management and quality assurance of our three Supported Living Services for people with a learning disability and other needs in Bromley.
2. To visit the three services regularly and ensure that they are responsive to the needs and preferences of service users and their families and operate in line with care policies and behaviour management guidelines agreed by the multi-disciplinary teams.
3. Be the CQC Registered Manager for the service and ensure all standards and requirements are met and exceeded across the service.
4. To ensure service users receive an individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and develop their abilities as fully as possible.

Key Results Area

- Effective operational management
- Robust staff performance management
- Effective contract management to the satisfaction of the purchasers and stakeholders
- Maintenance of a high standard service, cultural openness and continuous improvement
- Effective management of internal and external quality standards
- Services which are demonstrably delivered in accordance with the values and principles of Creative Support
- Maintenance of a high standard of staff morale, commitment and professionalism
- Active involvement of service users and carers
- Positive contribution to further service development in the area

1. 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 and 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 to enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.

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- 1.4 To ensure that the service supports service users in developing socially valued lifestyles which includes a varied range of culturally and age appropriate experiences, building on the strengths, interests and aspirations of the service user. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 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 interventions, as specified by the persons support plan, to support people who express their frustrations and needs through challenging behaviour. To act as an appropriate role model with regard to issues around authority, personal conflict and responsibility.
- 1.8 To ensure that service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well-being. To promote nutrition, relaxation, exercise and a healthy lifestyle.
- 1.9 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 and the local authority.
- 1.10 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.
- 1.11 To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.12 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.
- 1.13 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.
- 1.14 To ensure that the specific needs of service users, who have additional problems, including physical health needs and disabilities, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.

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1.15 To ensure that all service users have Integrated Support 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 to act as the nominated key worker as appropriate.

1.16 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 Social Workers where possible.

2. Staff Management

2.1 To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved.

2.2 To have a clear vision for the provision of 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.

2.3 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.

2.4 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.

2.5 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 immediately and effectively.

2.6 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 and to contribute to agency training initiatives.

2.7 To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.

2.8 To promote and nurture good practice and to brief staff regarding wider policy and practice issues.

2.9 To lead in the recruitment and selection of staff, ensuring the inclusion of service users as appropriate.

3. Service Management and Administration

3.1 To have lead responsibility for all service initiatives at agency level; this may include corporate functions for the area as well as direct service management.

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- 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, Social Service, CQC and other stakeholders.
- 3.3 To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communication is 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 entire service 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 Service Director 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 Area Manager/Service Director in the management of the service budgets and to liaise with Creative Support's Finance Department, where necessary. To ensure that voids in supported housing are kept to the lowest possible level and that income generation is maximised. To ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards.
- 3.9 To ensure that the properties managed by Creative Support are maintained to a high standard. To ensure that necessary repairs are carried out promptly and that all housing services are efficiently and effectively carried out.
- 3.10 To re-enforce the terms and conditions of the tenancy agreement, taking into consideration the 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, carers, other agencies and the general public.

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- 3.13 To notify local agencies of any voids 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 if required, convene the Allocations Panel to discuss the referrals.
- 3.14 To make a significant contribution to the planning, development and delivery of staff training.
- 3.15 To provide short term operational management input as required to new or existing services including doing shift work and/or sleep-ins.
- 3.16 To ensure that services and local projects have Business Plans within the framework of values and objectives set out by the Corporate Business Plan.

4. 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 Any other duties as required.

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	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	Ability to articulate and communicate a progressive vision for the delivery of learning disability services	Application & Interview	Desirable
2	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
3	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with learning disabilities and to be familiar with current views of good practice	Application & Interview	Essential
5	Good written communication skills	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 and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application & Interview	Desirable
12	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
13	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
14	Ability to support and supervise junior staff and provide on the job coaching	Application & Interview	Essential
15	Knowledge of helpful approaches, strategies and interventions in working with people with learning disabilities	Application & Interview	Essential
16	The ability to serve as a professional role model to colleagues	Interview	Essential
17	Demonstrable skills in working effectively with people who have learning disabilities, including people who have personal care needs and challenging behaviours	Interview	Essential
18	Ability to carry out a comprehensive assessment of an individuals care and support needs, including risk assessment. Ability to devise effective individual care plans and risk management plans	Interview	Essential
19	Ability to manage a diverse workload of operational management, service development and corporate responsibilities	Application & Interview	Essential
20	Experience of staff supervision and performance management	Application & Interview	Essential
21	Experience of liaising and joint working with other agencies	Application & Interview	Essential

22	Experience of supporting people with learning disabilities and complex needs	Application	Essential
23	Experience of consulting with service users and responding to their views in service development and delivery	Interview	Essential
24	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
25	A relevant professional qualification (e.g, RNLD, RMN, CQSW, Dipsw, NVQ4) plus at least two years post-qualification learning disability experience	Application & Interview	Desirable
26	Health & Social Care Diploma Level 5 (or willingness to work towards this within an agreed timescale)	Application & Interview	Desirable
27	Experience of developing new services/initiatives in partnership with others or managing change	Application Form	Desirable
28	Experience of managing contracts	Application	Desirable
29	Experience of staff recruitment and selection and knowledge of equal opportunities	Application	Desirable
30	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
31	Willingness to travel nationally and attend training courses and events	Interview	Essential
32	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential
33	A warm and respectful approach to service users	Interview	Essential
34	Intellectual ability to grasp key issues and concepts quickly	Interview	Essential
35	Ability to work quickly to high standard and set timescales	Interview	Essential

Salary:	Up to £45,000 per annum	
	Point One:	£43,000 per annum
	Point Two:	£44,000 per annum
	Point Three:	£45,000 per annum
<p>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></p>		

Hours of Work

Full or part time hours will be considered for all roles. Seeking an individual for up to 30 hours per week. Part time hours may be agreed subject to a minimum of 15 hours per week. Hours to be worked flexibly on a rota which will include evenings, weekends and bank holidays according to the needs of the service.

Holidays

25 days annual leave, plus 8 statutory days.

Christmas and New Year Bank Holidays

An enhancement at double time is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

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.

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 enrolled onto Level 2/3 Health and Social Care Diplomas. 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:

You are entitled to one additional day (pro rata for part time employees) of paid 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.

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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.

Free Life Assurance:

All staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a valuable death in service benefit of two times basic 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 above the statutory minimum
- Enhanced maternity leave above the statutory minimum
- Paid compassionate leave of up to 3 days
- Paid carer’s leave up to 5 days per annum

Employee Assistance Service:

This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is

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completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

Hospital Saturday Fund:

Membership of the Hospital Saturday Fund is 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 may be made available to employees.

Payroll Giving:

This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

Achieve Q Staff Awards:

We recognise our 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:

A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

Welcome Back Grant:

Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

Uniform:

If applicable for your service you will be provided with a free 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 and laptop 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.

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Use of Car for Business Purposes:

A mileage allowance is payable for the use of an employee's car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection prior to using your car for our business purposes.

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