



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

Team Manager

Swinton Services

Reference: 81300

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: 06 February 2025

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 Service, 131 Wellington Road, Stockport, SK1 3TS.

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

Yours Faithfully

Recruitment Department

All employees are subject to enhanced DBS checks



JOB DESCRIPTION – TEAM MANAGER

Swinton Service

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

Responsible to: Senior Service Manager

Our focus is on providing person-centred, outcome focused support which enables people to lead fulfilling and valued lives, maintain their tenancies, participate in the local community, develop independent living skills and achieve their personal goals and desired outcomes.

The Role:

The role will cover 5 supported tenancies within the Swinton area. You will be working with a large management team within a nice office setting. The Team Manager is responsible for managing high quality support across these schemes for people with a learning disability and/or autism, and long term health needs.

You will ensure that the care and support provided is truly personalised and delivered in accordance with agreed support plans and customer preferences, enabling the achievement of planned outcomes. You are expected to collaborate positively with the families of the people we support, colleagues, Care Managers, health professionals and other stakeholders. You will provide direct care and support and carry out support task within the person's home. This could involve the provision of personal care, health related tasks, support with daily living, administering medication, moving and handling, community participation and activities, household tasks and general emotional support. In addition to this, you will be responsible for:

- To be responsible for the management of the supported living services in Swinton.
- To develop and co-ordinate a flexible, high quality service for adults with a learning disability and/or autism, and long term health needs.
- To supervise and manage a team of staff providing person centred support. To enable the service users to maintain their independence, experience improved wellbeing, and enjoy opportunities for personal development. To ensure that all staff work in a positive, person-centred and non-discriminatory manner, ensuring that the rights of service users are respected at all times.
- To ensure that the service is provided in accordance with the service specification and contract, and to comply with all monitoring and evaluation requirements. To demonstrate the quality and effectiveness of the service through acquiring feedback from service users and stakeholders, and collating positive outcomes.
- To work in partnership with the Registered Manager to ensure the services are of high quality and compliant with CQC regulations.

Staff Management

1. To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved.
2. To co-ordinate and deploy staff resources as efficiently as possible in relation to the needs of clients and the requirements of the service.
3. To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with other professionals.

4. 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.
5. 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.
6. To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.
7. To organise and chair team meetings.
8. To promote and nurture good practice and to brief staff regarding policy and practice issues.
9. To ensure that staff support service users in ways which are empowering, build confidence and self esteem and maximise independence.
10. To organise and manage the recruitment and selection of staff, under the direction of the Service Manager, ensuring a high level of service user participation in the selection process.
11. To promote commitment to positive behaviour management guidelines and competence in developing such guidelines in collaboration with service users and the wider multi-disciplinary team where appropriate.

Care and Support of Service Users

12. 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.
13. 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.
14. To ensure that staff respect and promote the rights and entitlements of people with learning disabilities, and 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.
15. 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.
16. 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.
17. 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.
18. To coach staff in the use of appropriate strategies and interventions, as specified by the Person Centred 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.

19. 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.
20. 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.
21. 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.
22. To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
23. 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.
24. 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.
25. To ensure that the specific needs of service users, who have additional problems, 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.
26. 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.
27. 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.

Project Management and Administration

28. To be accountable for the overall quality of the services and to ensure that they conform at all times with the service specification and the quality standards and expectations of Creative Support purchasers and stakeholders.
29. To ensure effective joint working with partner agencies and the achievement of agreed service objectives. To ensure that each agency performs its separate responsibilities and that excellent communications are maintained.
30. 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 investigate accidents and incidents within the service and to take appropriate follow-up action. To manage the health and safety requirements as outlined within the supported living agreement with the housing providers.

31. To encourage customer feedback and suggestions for improving services and 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. 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.
32. To maintain effective administrative procedures and financial control systems in liaison with the Area 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 *Procedures*' and to monitor carefully all financial arrangements and transactions.
33. To help develop and participate in monitoring and evaluation procedures. To prepare for and contribute in the formal review of the services at regular intervals. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for service users. To ensure that any quality assurance processes are fully implemented.
34. To assist the Area Manager in the management of the service's budget and to liaise with Creative Support's Financial Controller. To ensure that service's accounting, petty cash and basic book-keeping procedures are maintained to the required standards.
35. To ensure that office accommodation and the general working environment is kept to a high standard and that all areas are attractive, clean and well maintained.

Joint Working

36. To establish and maintain good working relationships with all professionals and services in the relevant area.
37. To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter agency forums.
38. To facilitate the involvement of service users, carers and representatives in the management and development of the service.
39. To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.
40. To establish and maintain a good working relationship with the housing provider through a supported living agreement and work within the agreements between both parties.

Other

41. To provide regular verbal and written reports to line manager
42. To accept regular support and supervision from line manager.
43. To carry out all work in a manner consistent with the aims of the project and the service principles of Creative Support.
44. To comply with and to implement the Equal Opportunities Policy of Creative Support.
45. To maintain confidentiality at all times, in accordance with the agreed policy.
46. To identify own training needs in discussion with line manager and to attend training events and courses as required.

- 47.** To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
- 48.** To role will require the manager to model good practice to the staff team on rota across services and to work with the Registered Manager to ensure services meet CQC standards and regulations.
- 49.** 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 involve supporting people with personal care needs.
- 50.** 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.
- 51.** To provide respectful personal care in accordance with the needs, wishes and preferred routines outlined in the individual's personal support plans. Some individuals will require support with their physical/mobility disabilities and may require support in wheelchairs, using hoists and other appropriate equipment to meet personal needs.
- 52.** To participate on the local on call rota
- 53.** To submit planned whereabouts to Line Manager on a weekly basis.
- 54.** Any other duties as required.

PERSON SPECIFICATION –TEAM MANAGER

Swinton Service

| | QUALITIES REQUIRED | How Assessed | Essential/ Desirable |
|----|---|-------------------------|-----------------------------|
| 1 | Ability to engage positively with service users and their families and to develop and sustain warm and trusting relationships | Interview | Essential |
| 2 | Ability to demonstrate initiative, self-motivation and resourcefulness | Interview | Essential |
| 3 | Relevant experience of supporting people who have learning disabilities | Interview | Essential |
| 4 | Experience of staff supervision recruitment and management. | Application & Interview | Essential |
| 5 | Familiarity with current national policy and good practice in the provision of care and support services. | Application & Interview | Essential |
| 6 | Excellent written and verbal communication skills and the ability to listen sensitively to others | Application & Interview | Essential |
| 7 | 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 |
| 8 | A non-judgemental, accepting approach to working with people who may be challenging | Interview | Essential |
| 9 | Knowledge of helpful approaches and strategies to support people with learning disabilities and autism | Application & Interview | Essential |
| 10 | Ability to use a range of communication approaches (e.g. Makaton) | Application & Interview | Desirable |
| 11 | Ability to carry out holistic assessments of individual care and support needs, including risk assessment | Interview | Essential |
| 12 | Ability to devise effective individual care plans, risk management plans and protocols for managing challenging behaviour | Interview | Essential |
| 13 | Understanding the person-centred aims and principles of Creative Support and the ability to put them into practice | Application & Interview | Essential |
| 14 | A high level of customer focus and the ability to lead/manage a team to provide excellent customer service | Interview | Essential |
| 15 | Experience of consulting with service users and responding to their views in service development and delivery | Interview | Essential |
| 16 | Experience of evaluating, monitoring and reviewing services | Interview | Desirable |
| 17 | At least one years' experience of supervising staff or managing services for people with learning disabilities | Application & Interview | Essential |
| 18 | A relevant professional qualification such as NVQ/H&SC Diploma Level 3/4/5. | Application & Interview | Essential |
| 19 | Degree level academic qualifications /management qualifications | Application Form | Desirable |
| 20 | Willingness to work flexible hours according to needs of the agency and service users | Interview | Essential |
| 21 | Willingness to attend training courses and events | Interview | Essential |
| 22 | Willing to accept feedback and guidance and to be accountable to colleagues and managers | Interview | Essential |

TERMS AND CONDITIONS –TEAM MANAGER

Swinton service

| | | |
|---|--|-----------------|
| Salary: | Up to £13.40 per hour based on experience, qualifications and | |
| | Point One: | £13.15 per hour |
| | Point Two: | £13.40 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.</i> | | |

Hours of Work:

Full time hours are 37.5 hours per week to be worked on a 7 day rota which will include weekends, evenings and public holidays according to the needs of the service.

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 per annum plus eight statutory days.

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 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 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 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.

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 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.