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Supported Living Manager
Chorley ABI Service

Reference: 82240

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: 17 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 House, 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 – SUPPORTED LIVING MANAGER

Chorley ABI Service

Hours: Hours based on 37.5 per week, to be worked flexibly to include some evenings, weekends and bank holidays according to the needs of the services.

Responsible to: Operations Manager

About the Service:

The Chorley ABI Service will provide a bespoke adapted supported living services for a man with an Acquired Brain Injury. The service will offer an empowering model of support which will enable him to lead a fulfilling and valued life - being part of his family, participating in his local community, developing independent living skills and achieve his personal goals. We are recruiting a team who can provide support but also who may share his interests – like keeping fit, video games, listening to music, puzzles, bowling, cinema, football, snooker and socialising.

We have developed the new and exciting role of Supported Living Manager to provide operational leadership of the service in an effective but sensitive way during its mobilisation and ongoing delivery. Due to the service development staff members recruited will initially be required to work dynamically between Chorley and an inpatient setting to ensure the smooth development of the service and excellent transitions. The service is anticipated to mobilise by September.

About You:

- You will be a great communicator – able to talk clearly and be an excellent listener
- You will be warm, compassionate and caring
- You will be a dynamic leader, committed to creating the best quality of service
- You will be able to build others skills through coaching and 1:1 support
- You will be an excellent problem solver
- You will be observant, diligent and have excellent attention to detail
- You will enjoy supporting people to live their best life
- You will be physically and mentally resilient due to the nature of the work
- You will be happy working in a consistent, predictable way, enjoying a calm and quiet environment that meets individual’s needs

1. Management Role

- 1.1** To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved
- 1.2** To co-ordinate and deploy staff resources as efficiently and flexibly as possible in relation to the needs of the individual, activities and the requirements of the service.
- 1.3** Organise and chair team meetings, ensuring a co-operative, cohesive team spirit and a culture of open and honest communication.
- 1.4** 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.
- 1.5** 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. To ensure all staff including yourself and other senior staff attend all training identified in a timely fashion. Training may include Breakaway and Physical Intervention which will be used as an absolute last resort.

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- 1.6 To ensure that the services provided are personalised and tailored to the individual needs and preferences of the individual and their family. To ensure that all contract requirements and expectations are fully met and that a high quality service is provided at all times.
- 1.7 To ensure that the person receives individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to enjoy wellbeing and opportunities for personal development.
- 1.8 To ensure the safeguarding of vulnerable adults and children from harm and abuse by following Creative Support's and the various local authorities safeguarding policies and procedures. To ensure that all concerns regarding the safeguarding of vulnerable adults and children are promptly and fully reported and managed safely within the procedure.
- 1.9 To ensure that deprivations of liberty or restrictions around a person are managed appropriately.
- 1.10 Devise, co-ordinate and carry out auditing programmes and robust monitoring across the service in key aspects of quality compliance and service delivery. To ensure excellent record keeping in areas such as: Health Action Plans, Specific Health Plans, Mental Health Crisis/Contingency Plans, Personal Profiles, Communication Plans and Pathways and Positive Behaviour Support Plans, Person-Centred Support Plans, Risk Assessments and Risk Management Plans, Safeguarding Logs, Incident Logs and Complaints.
- 1.11 To capture relevant information from audits, action plans and quality improvement work and feed this into training, service development, business and quality plans ensuring actions identified are completed. To work collaboratively with staff members and multi-disciplinary teams where improvements are required to support the completion of assessments, support plans and other service user related paperwork to a high standard.

2. Care and Support

This role will include on rota delivery, as such the role will be expected to deliver all elements of a Support role (as set out below) and also ensure that this standard is met (through coaching, role modelling, supervision and training) by all the staff team:

- 2.1 To develop and sustain warm and trusting relationships
- 2.2 To promote the self-esteem, happiness and emotional health
- 2.3 To respect the person's right to privacy and ensure that their dignity is maintained at all times
- 2.4 To encourage and support the individual in expressing needs, views and concerns. To enable him to make choices and decisions and to participate in planning and decision-making processes
- 2.5 To respect and promote the persons human rights and entitlements, supporting him to participate in his community as an active citizen, enjoying the same rights as others
- 2.6 To be responsive to individual needs within the framework of the persons Integrated Support Plan to respond flexibly to changing needs
- 2.7 To enable and empower the individual to gain independence, confidence and competence in:

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- Personal care and hygiene
- Improving health and wellbeing
- Daily living skills
- Budgeting and paying bills
- Social skills/relationships
- Using community resources
- Social, leisure and work activities
- Personal safety

To achieve this through prompting, active support, encouragement, skills teaching and positive feedback, building on his strengths, interests and assets.

- 2.8** To ensure attendance at all health appointments and regular health checks to ensure physical and mental wellbeing. To promote good nutrition, relaxation, exercise and a healthy lifestyle.
- 2.9** To communicate in his preferred manner and to follow communication passports and guidelines.
- 2.10** To support service users in developing a socially valued life, which includes culturally and age appropriate experiences, building on their strengths, interests and aspirations. To enable people to access social, leisure, education, training and employment opportunities.
- 2.11** To support service users to build and maintain their relationships with family and friends and to develop their informal support network.
- 2.12** To communicate with service users in their preferred manner and to follow communication passports and guidelines.
- 2.13** To assist and support in the ordering, administration and monitoring of prescribed medication following Creative Support’s Medication Policy and local guidelines.
- 2.14** To support a healthy diet and to follow any specific dietary requirements or preferences. To follow guidelines for food safety and hygiene
- 2.15** To enable him to maintain his homes in a safe and comfortable manner, to report or organise repairs and to obtain the necessary aids and adaptations to maintain independence.
- 2.16** To support a positive and purposeful routine and lifestyle which enables personal development.
- 2.17** To ensure that assessed needs are met and to provide safe and appropriate personal care and support to meet health needs. This may involve undertaking delegated health care tasks in accordance with agreed plans and guidelines.
- 2.18** To plan and contribute to Person Centred Reviews, to provide verbal and written progress reports and attend Support Planning meetings. To ensure the individuals views and wishes to be at the heart of decision making.
- 2.19** To devise activity plans to meet the identified needs and preferences. To organise and undertake activities in accordance with agreed activity plans, risk management guidelines, positive behavioural support guidelines and financial protocols. To ensure safety when undertaking activities inside the home and in the community. To promote their enjoyment and personal development whilst participating in activities.
- 2.20** To observe and monitor emotional and physical wellbeing and to inform your manager and involved professionals of concerns or significant changes in needs, behaviour and circumstances.

- 2.21 To ensure that all incidents, accidents and safeguarding concerns are reported in a timely manner, in accordance with agency and Local Authority requirements. To ensure that any agreed follow up actions or protection measures are implemented.
- 2.22 To follow health and safety guidelines and alert your manager to any health and safety concerns.
- 2.23 To contribute to all project records (as directed) and individual case files.
- 2.24 To carry out general administrative duties, housing management tasks and services as required.
- 2.25 To take part in and contribute to handovers and to ensure that important information is communicated verbally and in writing in handover forms, communication books, diaries and other records.
- 2.26 To communicate effectively and professionally with colleagues and professionals to ensure that consistent team working is maintained at all times.
- 2.27 To drive service user or company cars as appropriate (and if in possession of a current driving licence).

3. Person Centred Behavioural Support:

- 3.1 To work within the principles of positive behavioural support at all times in a person centred and therapeutic way.
- 3.2 To follow positive behaviour support principles and guidelines at all times, using preventative strategies and positive approaches. Using reactive strategies once trained as a last resort to ensure safety
- 3.3 To work in a highly compassionate and sensitive way in particular where there are signs of acute distress/low mood and to monitor risks following risk management and contingency plans
- 3.4 To create excellent written records particularly detailing any incident (behavioural or otherwise) and to take part in debriefs with senior staff following incidents having taken place
- 3.5 To attend group meetings with members of the Complex Care Team to review support provided and incidents that have taken place to support staff to remain emotionally resilient and supportive following challenging events
- 3.6 To attend team and group meetings to explore intricacies of the individuals life, behaviour, activities, choices, opportunities and outcomes. To create excellent key working records to be shared with local clinical teams and managers to ensure genuine opportunities for change for individuals to take place.
- 3.7 To take part in reviewing integrated support plans with your Line Manager and identified service user to ensure support plans fully reflect the needs of the individual and their identified goals and outcomes.

3.8 To closely adhere to the Behaviour Management Guidelines as defined by the Senior Practitioner and Multi-Disciplinary Team. To be part of a core team of staff working with a group of service users providing consistent, predictable support at all times.

4. General Duties

4.1 Promote Creative Support, its services and activities to service users, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

4.2 Accept support, supervision and guidance from senior colleagues.

4.3 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

4.4 Ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies and Equal Opportunities Policy
- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

4.5 All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling.

4.6 Identify own training needs in discussion with line manager and attend training events and courses as required.

4.7 Any other duties as required.

PERSON SPECIFICATION – SUPPORTED LIVING MANAGER

Chorley ABI Service

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	Minimum of 5 years supporting adults with 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	A relevant professional qualification (e.g., RNLD, DipSW, BASW, NVQ IV)	Application & Interview	Desirable
4	Degree level academic qualifications /management qualifications	Application Form	Desirable
5	Ability to engage with service users and to develop and sustain warm and trusting relationships	Interview	Essential
6	Clear verbal communication and listening skills	Application & Interview	Essential
7	Good written communication skills and the ability to develop person-centred support plans and complete relevant documentation	Application & Interview	Essential
8	A non-judgmental, accepting approach to working with people who may have behaviours of concern	Interview	Essential
9	Ability to liaise in a professional manner with other agencies and to work positively with the families and friends of service users	Interview	Essential
10	Well motivated and proactive with a good work ethic and strong duty of care	Interview	Essential
11	Ability to provide respectful personal care and to promote dignity	Application & Interview	Essential
12	Experience of evaluating, monitoring and reviewing services	Interview	Essential
13	Applicants must be physically fit enough to perform Breakaway Techniques	Pre-emp Forms & Interview	Essential
14	Ability to work in a calm, patient, sensitive manner at a pace appropriate to the needs of the individual.	Interview	Essential
15	Punctual and reliable	Interview & References	Essential
16	Willingness to work flexibly to meet the needs of the service	Interview	Essential
17	Possession of clean driving license and willingness to drive service user vehicles.	Application & Interview	Desirable

TERMS AND CONDITIONS – SUPPORTED LIVING MANAGER
Chorley ABI Service

Salary:	Up to £30,225 per annum	
	Point One:	£15.00 per hour
	Point Two:	£15.50 per hour
<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 time (37.5 hours per week) or part time, to be worked flexibly according to a rota and to include evenings, weekends, public holidays and sleep-in shifts in line with the needs of the service.

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.

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.

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.

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.

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 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 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 from your pay on a regular basis to any 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 an 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.