



Creative Support Ltd, Head Office

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Deputy Manager
Wakefield Personalised Services

Reference: 80999

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: 21 March 2025

Once you have submitted or posted your application form allow *10 working days* after the closing date for a response. As we do not notify applicants of an unsuccessful application, if no response has been received within this time, please accept this as confirmation that your application has been unsuccessful. Previously unsuccessful applicants should not re-apply to Creative Support within six months of their previous application.

We very much look forward to receiving an application from you.

Yours faithfully,

Recruitment Department



JOB DESCRIPTION – DEPUTY MANAGER

Wakefield Personalised Services

Hours: 37.5 hours per week, to be worked flexibly to include some evenings, weekends, bank holidays and on-shift to meet the needs of the service.

Responsible to: Registered Manager and other Senior Colleagues

Summary of Job

- i) To be responsible for the deputy management of Wakefield supported living services. To ensure that all of the services are responsive to the needs and preferences of service users. To ensure that all contract requirements and stakeholder expectations are fully met.
- ii) To work alongside the existing registered manager to build on positive relationships across a number of services, ensuring positive and timely communication. To work together to develop processes and systems to ensure the highest level of service delivery at all times.
- iii) To ensure that all essential standards of quality and safety are met at all times. To undertake quality assurance and compliance audits across all services as required.
- iv) To ensure that service users who are in supported living services are supported to develop skills and strategies to promote independence and live meaningful lives which are driven by individual goals and aspirations.
- v) To lead, co-ordinate and supervise teams of staff to achieve the highest level of service delivery, customer care and positive outcomes.
- vi) To promote Creative Support, its services and activities to service users, families, other agencies and the general public.
- vii) To look to develop existing services and work with the registered manager to identify new opportunities.
- viii) To work in close partnership with partner agencies and other stakeholders developing creative multi-agency working. To ensure that the services are provided in a flexible and empowering way, embracing co-production to meet the needs of individual service users and ensure the highest level of customer service is provided.
- ix) To contribute to the wider development of local services by taking part in partnership events and initiatives to promote community links and to ensure positive joint working with all local agencies and stakeholders.

Support of Service Users

To support and lead your team to:

- 1.1 To develop warm and trusting relationships with service users to encourage them to express their needs, views and concerns.

- 1.2 To carry out holistic assessments of need and devise appropriate support plans and comprehensive risk assessments in full consultation with service users & other agencies. To ensure support plans are reviewed, evaluated and also amended in accordance with changing needs, presenting risks and individual preferences.
- 1.3 To support service users in all aspects of managing their tenancy and maintaining the safety, hygiene and comfort of their home.
- 1.4 To promote the service user's self-esteem and enable them to express their preferences and make choices and decisions.
- 1.5 To encourage service users where it is appropriate to involve their family and significant others in their support plan and develop a circle of support which supports their unique needs. To involve members of the person's circle of support in person centred reviews.
- 1.6 To enhance the confidence and coping abilities of service users through encouragement and positive feedback. To enable service users to develop daily living skills, learn new skills and try new things.
- 1.7 To support service users in budgeting and managing their finances and to ensure that they are able to maximise their income by liaising with their appointees where needed.
- 1.8 To enable service users to participate in their local communities and to enjoy the rights and responsibilities of citizenship.
- 1.9 To ensure that service users attend regular health, screening and medication reviews or appointments with their consultant/GP's and are supported to report any adverse side effects or concerns.
- 1.10 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and the relevant Council's safeguarding policies and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council, the Registered Manager.
- 1.11 To empower and support service users to be fully involved in planning/reviewing their own support and in the review and development of the wider service.
- 1.12 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.
- 1.13 To ensure that the service supports service users in developing socially valued lifestyles which include 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.
- 1.14 To promote anti-discriminatory practice and to ensure that the services are responsive to the specific cultural needs and preferences of service users.

- 1.15 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 service users have nominated key workers 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.

Service Management:

- 1.17 To support the overall quality of the service and to ensure that it conforms to the required CQC quality standards, requirements of Creative Support, and the service commissioners in each of the service localities.
- 1.18 To help develop, be responsible for and participate in monitoring and evaluation procedures of each service contract. To assist in the formal review at regular intervals. To collect and collate relevant statistical information including commissioned hours.
- 1.19 To work with the existing team to develop and participate in the evaluation of outcomes for service users. To ensure that any quality assurance measures are implemented and followed through.
- 1.20 To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained between all parties at all times.
- 1.21 To facilitate the involvement of service users, families and representatives in the development and management of services. To promote Creative Support, its services and activities to service users, other agencies and the general public.
- 1.22 To encourage customer feedback and suggestions from service users, families and stakeholders for improving services. To promote a positive attitude to concerns and complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.
- 1.23 To maintain effective administrative procedures and financial control systems in liaison with Service Manager and the Finance Department. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support’s Policy ‘*Client Financial Procedures*’ and to monitor carefully all financial arrangements and transactions.
- 1.24 To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff. To promote a high standard of health and safety awareness. To assist in recording and investigating accidents and incidents within the project and to take appropriate follow-up action.

Staff Management

- 1.25 To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved across all services.

- 1.26 To plan ahead to meet the needs of service users as identified by their individual Support Plan by:
- Co-ordinating and deploying staff time in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources.
 - Delegating tasks and responsibilities as appropriate.
 - Ensuring that all duties are carried out as prescribed and that quality standards are met at all times.
 - Ensuring that all planned service user activities take place and that all individual programmes are followed.
- 1.27 To have a clear vision for the provision of personalised support consistent with the philosophy of Creative Support. 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 expected outcomes of supported living.
- 1.28 To co-ordinate and deploy staff resources efficiently in relation to the needs of service users and the requirements of the service.
- 1.29 To generate and maintain a customer focused ethos at all times and that all staff maintain excellent working relationships with other professionals.
- 1.30 To ensure that all staff practice in a safe, competent and person-centred manner and follow all guidelines for the provision of support, management of medication and health conditions, support with mobility, everyday household tasks, personal finances, community activities and the provision of transport.
- 1.31 To contribute to the recruitment and selection of staff according to the identified needs and preferences of service users.
- 1.32 To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that any performance difficulties would be addressed effectively.
- 1.33 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.
- 1.34 To promote and nurture good practice and to brief staff regarding wider policy and practice issues.
- Other:**
- 1.35 To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 1.35 To accept support, supervision and guidance from senior colleagues
- 1.36 To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 1.37 To comply with and to implement the Equal Opportunities Policy.

- 1.38 To maintain confidentiality at all times, in accordance with the agreed policy.
- 1.39 To identify personal training needs in discussion with Line Manager and to attend training events and courses as required.
- 1.40 To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 1.41 To take part in the local on-call service to provide out-of-hours support.
- 1.42 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 may include moving and handling.
- 1.43 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.
- 1.44 Any other duties as reasonably requested.

PERSON SPECIFICATION – DEPUTY MANAGER

Wakefield Personalised Services

	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	At least one years' experience of supervising staff or managing services for people with learning disabilities	Application & Interview	Essential
3	Ability to demonstrate initiative, self-motivation and resourcefulness	Application & Interview	Desirable
4	Relevant experience of supporting people who have learning disabilities	Application	Desirable
5	Understanding of Safeguarding, Mental Capacity Act and other relevant policies/best practice guidelines	Interview	Essential
6	Ability to engage respectfully with service users to develop warm and trusting relationships	Interview	Essential
7	Excellent written and verbal communication skills and the ability to listen sensitively to others.	Application & Interview	Essential
8	Ability to carry out assessments of an individual's support needs, including risk assessment. Ability to devise effective individual support plans, risk management plans and guidelines	Application & Interview	Essential
9	Experience of evaluating, monitoring and reviewing support needs.	Application & Interview	Desirable
10	Experience of staff supervision, recruitment & selection and knowledge of equal opportunities	Application & Interview	Essential
11	Ability to serve as a professional role model to colleagues	Application & Interview	Essential
12	Experience of developing new services/initiatives in partnership with others and of evaluating & monitoring success	Application Form	Desirable
13	Ability to manage a diverse workload of operational management, service development and corporate responsibilities	Interview	Essential
14	Familiarity with current national policy and good practice in the provision of support and support services.	Application Form	Desirable
15	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Application	Essential
16	Ability to manage service budgets and staff resources in an effective manner	Application & Interview	Essential
17	Willingness to work flexible hours according to the needs of the project	Application & Interview	Essential
18	Car Driver with clean licence	Application & Interview	Essential

TERMS AND CONDITIONS – DEPUTY MANAGER

Wakefield Personalised Services

Salary:	Up to £28,762 per annum based on experience and qualifications	
	Point One:	£28,275 per annum
	Point Two:	£28,762 per annum
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>		

We do not pay enhancements for working evenings, weekends or any other public holiday. If a sleep-in is undertaken the appropriate allowance is paid.

Hours of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota which may include evenings, weekends, public holidays and on-shift according to the needs of the service. We do not normally pay overtime for posts at this level, other than by agreement with your line manager.

Holidays:

25 days per annum plus eight statutory days pro rata.

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.

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 time’s basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time’s annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer’s leave up to 5 days per annum

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

WeCare Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support’s employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle 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.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.