

**Creative Support Ltd, Head Office**

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Deputy Manager**Reference: 71910****Carlisle Older People Residential Care Home - The Laurels**

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: 05 June 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.

Yours Faithfully

Recruitment Department

All candidates are subjected to enhanced DBS checks.



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JOB DESCRIPTION – DEPUTY MANAGER

Residential Care Service - Carlisle

Hours: Full or part time (37.5 hours per week full time and 22.5 hours per week as part time post over 3 days) to be worked flexibly according to the needs of the service. It is expected that you will have close and regular contact with clients and will work early shifts, evening shifts and on weekends

Reports to: Registered Manager/Area Manager.

The Role

- To work alongside the Registered Care Manager and to deputise in their absence. To have responsibility for the operational management of a 27 bedded residential care service for older adults, some with Dementia, in the Carlisle area
- To ensure individuals maintain as much independence as possible, enjoy a good quality of life and retain community links
- To have a hands-on leadership approach and to mentor staff to provide a personalised service which maintains individuals dignity, privacy & wellbeing
- To work with the Registered Manager to ensure that CQC care standards are met and the highest level of customer service is provided.
- To support with the management of Medication and medication audits
- To oversee assessments of manual handling and support to train and guide staff members in partnership with the wider senior team.
- To ensure meaningful activities take place on a daily basis to meet service users needs.

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** Lead the delivery of a service which is flexible, person centred and promotes the privacy, dignity, independence and chosen lifestyles of clients.
- 1.3** 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.
- 1.4** To ensure that staff respect and promote the rights and entitlements of people with Dementia and/or other associated needs.
- 1.5** Support service users to participate in activities such as reminiscence sessions, sensory activities, and other creative and musical pursuits in order to sustain a positive quality of life.
- 1.6** Ensure the provision of respectful personal care in line with the preferences of clients. You will ensure that the care provided is reliable, skilled and sensitive and is delivered at times which meet the needs and lifestyle preferences of the clients.
- 1.7** To enable service users to participate as fully as possible in their communities and to maintain an active involvement in social & leisure activities
- 1.8** Promote safety for clients and staff and promote a culture of positive risk management which balances risk and enjoying opportunities for a fulfilling life.

- 1.9** 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.
- 1.10** To ensure that service users are able to retain as much independence as possible
- 1.11** To coach staff in the use of appropriate strategies and positive approaches, as specified by the Person Centred Plan, to support people who express their frustrations and needs through challenging behaviours associated with Dementia
- 1.12** To devise and implement detailed management guidelines, individual programmes and protocols for managing communication needs.
- 1.13** To ensure that all service users receive all necessary advice, care and regular health checks to maintain their physical and emotional wellbeing. To promote nutrition, relaxation, exercise and a healthy lifestyle.
- 1.14** To observe and monitor the service users' emotional and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 1.15** You will ensure that clients receive prompt medical attention in the event of concerns regarding their physical or mental health
- 1.16** To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures.
- 1.17** Ensure that rights and entitlements of clients are respected by staff and that people who require external advice, representation, and advocacy are referred to appropriate services.
- 1.18** 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.
- 1.19** To promote anti-discriminatory practice and to ensure that the services are responsive to the specific needs of service users and clients from various minority groups.
- 1.20** To ensure that the specific needs of service users, who have additional problems, including physical and mental health needs, are fully identified, assessed and fully responded to as appropriate.
- 1.21** Ensure client support in ordering, taking and storing prescribed medication. Liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported.
- 1.22** To ensure that all service users have Individual 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 co-worker and to act as the nominated key worker as appropriate. To ensure that the service is appropriate and responsive to changing needs and preferences of clients.
- 1.23** 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, if required, are effectively linked into Care Management mechanisms and have identified statutory Key Workers.

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 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.
 - To complete rotas in line with service requirements
- 2.3** To co-ordinate and deploy staff resources as efficiently as possibly 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 and stakeholders.
- 2.5** To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action, including observations of practice, to ensure that performance difficulties are addressed 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. To coach, train and supervise nursing, social work and other students on placements 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 participate in the recruitment and selection of staff, under the direction of the Registered Manager to maintain sufficient contracted and relief staff to meet the assessed needs of clients and the contract specification and to avoid using agency staff. Recruitment will include service user involvement at all times.

Project Management and Administration:

- 3.1** To be accountable for the overall quality of the service and to ensure that it confirms with the required quality standards and requirements of Creative Support, CQC and the service commissioners. To ensure that you are familiar with the contract with Cumbria Adult Social Care.
- 3.2** Ensure an appropriate 24 hour response in emergencies and requests for assistance via emergency alarm system or other means. Ensure staff understand their duty of care in respect

of medical and other emergencies and are confident in contacting emergency and on-call services.

- 3.3** To establish and maintain excellent working relationships with professionals and services in Carlisle and Cumbria. Establish and maintain excellent communication and partnership working with colleagues and stakeholders.
- 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 project and to take appropriate follow-up action.
- 3.5** Conduct all necessary risk assessments to ensure a safe service
- 3.6** 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.
- 3.7** 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.
- 3.8** To help develop and participate in monitoring and evaluation procedures. To collect and collate relevant statistical information including service user contact hours. To develop and participate in the evaluation of outcomes for service users. To ensure that any quality assurance measures are implemented.
- 3.9** To assist the Registered Care Manager in the management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Manager. To ensure that voids in the service are kept to the lowest possible level and that income generation is maximised.
- 3.10** Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Cumbria County Council's safeguarding policy and procedures and report concerns regarding vulnerable adults or children immediately to the Council, the Area Manager and the Duty/On Call Manager.
- 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, carer, other agencies and the general public.
- 3.13** To promptly report repairs and ensure effective follow up to maintain the quality and standard of the property
- 3.14** 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 may involve supporting people with personal care needs.

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** To take part in the local on-call service to provide out-of-hours support.
- 4.9** Any other duties as required.

PERSON SPECIFICATION – DEPUTY MANAGER

Residential Care Service - Carlisle

	REQUIRED QUALITIES & KNOWLEDGE	How Assessed	Essential/ Desirable
1	Significant practitioner and/or management experience (minimum two years), skills and knowledge in one or more of the following areas: <ul style="list-style-type: none"> • Services for older people/people with dementia • Residential day or community services for older people • Extra care or home care services for older people • Prevention and re-enablement services for older people • Knowledge of CQC Standards 	Application & Interview	Essential
2	Experience of supervising and being a role model to staff and plan rotas to meet the needs and preferences of service users	Application & Interview	Essential
3	A relevant professional qualification e.g. NVQ Level 3 or Health and Social Care Diploma Level 3 and above	Application	Essential
4	A degree level or post- graduate qualification	Application	Desirable
5	A warm, person centred and respectful approach to working with older people	Interview & Application	Essential
6	Willingness to work on rota to provide care and support as and when required.	Interview	Essential
7	Ability to assess needs and devise and implement outcome focused care/support plans	Application & Interview	Essential
8	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Interview	Essential
9	Ability to enable people to sustain a positive and purposeful routine and active lifestyle through structured and enjoyable activities	Interview	Essential
10	Skills and confidence in networking and developing partnerships with external colleagues and agencies	Interview	Essential
11	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
12	Ability to produce high quality written reports (including assessments) within deadlines	Application & Interview	Essential
13	Excellent IT skills with the ability to contribute to a computerised record keeping system	Application	Essential
14	Working knowledge of computer applications and ability to use computerised record keeping system	Application	Essential
15	A commitment to equal opportunities and the promotion of anti-discriminatory practice	Application & Interview	Essential
16	Willingness to work flexible hours to meet the needs of the service	Application & Interview	Essential
17	Willingness to participate in an on-call rota	Interview	Essential
18	Ability to support service users with physical health needs; this may include pushing wheelchairs and using hoists of which a degree of physical fitness will be required	Application, Interview & Pre-Emps	Essential
19	Willingness to complete funded manual handling train the trainer training	Interview	Essential

TERMS AND CONDITIONS – DEPUTY MANAGER

Residential Care Home The Laurels - Carlisle

Salary:	Up to £27,500 per annum based on experience and qualifications	
	Point One:	£13.60 per hour/£26,552 per annum
	Point Two:	£13.80 per hour/£26,910 per annum
	Point Three:	£14.10 per hour/£27,500 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>		

Hours of Work:

Full time (37.5 hours per week) across a 24 hour rota including weekends and public holidays to be worked according to the needs of the service. Or part time 22.5 hours over 3 days

Holidays:

25 days per annum plus eight statutory days pro rata for part time hours.

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.

On-Call Rota:

Senior staff will be required to participate in an on-call rota for which appropriate payments will be made.

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 does not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week. Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Discretionary Benefits:

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

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 of continuous service.

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.

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:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

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.

Life Assurance:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary. There are some exemptions to this cover so please ask for further details on commencing employment.

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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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.

Annual Rail Ticket:

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

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.