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Deputy Project Manager

Reference: 81643

Tameside Mental Health Supported Accommodation Services

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: 19 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 employees are subject to enhanced DBS checks



JOB DESCRIPTION – Deputy Project Manager

Tameside Mental Health Supported Accommodation Services

Hours: Full Time 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service. 15 hours of administrative 'off rota' hours and 22.5 on rota support hours.

Responsible to: Mental Health Manager, Area Manager and Service Director

Summary of Job:

The Deputy Project Manager will be accountable for the development, operational management, staff management and quality assurance across services in the **Tameside Mental Health Services** supporting the Mental Health Manager to ensure high quality support across three sites.

The service currently consists a respite care provision and three mental health supported accommodation services.

The post holder will ensure service users receive an individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and develop their abilities as fully as possible. The services provided must be responsive to the needs & preferences of service users and their families and in line with guidelines agreed by the multi-disciplinary teams.

The post holder must ensure all supported living and support standards/requirements are met and exceeded across the service. This will include undertaking quality assurance and compliance audits across the services as directed by the Mental Health Manager.

It will also be necessary to contribute to the wider development of services taking part in partnership events and local initiatives to promote service user wellbeing and community links and to ensure positive joint working with all local agencies and stakeholders.

1. Service Management

1.1 To be accountable for the overall quality of the service and to ensure that it conforms to the required quality standards and requirements of Creative Support, local Council's and other stakeholders.

1.2 To develop and oversee rotas for services ensuring:

- Staff time is coordinated in such a way as to ensure maximum efficiency and effectiveness in the use of staffing resources
- Rotas are developed and delivered in line with the needs of service users and commissioned hours
- All duties are carried out as prescribed and that quality standards are met at all times
- All planned service user activities take place and that all individual programmes are followed
- Contract requirements are maintained throughout duration of contract including Social Value targets.
- Liaise with tendering team regarding ongoing extensions of current contract and new business opportunities are explored.

- 1.3 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 multi-agency forums.
- 1.4 To ensure compliance with contracts and to complete contract reports for Commissioners at agreed intervals alongside the Mental Health Manager
- 1.5 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.
- 1.6 To encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. To promote a positive attitude to feedback. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is carried out.
- 1.7 To help develop and participate in monitoring and evaluation procedures. To assist in the formal review of all services at regular intervals. To collect and collate relevant statistical information including client contact hours. To develop and participate in the evaluation of outcomes for clients. To ensure that any quality improvements measures are implemented.
- 1.8 To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers and students on placement comply with Creative Support and Tameside Council's Safeguarding Policy and procedures and to report any concerns regarding vulnerable adults or children with immediate effect to the Council and the Duty/On Call Manager.
- 1.9 To maintain effective administrative procedures and financial control systems in liaison with the Service Manager and the Finance Department.
- 1.10 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.
- 1.11 To deputise for the Mental Health Manager in their absence to ensure the continued smooth running of the services.

2. Staff Management

- 2.1 To have a clear vision for the provision of a personalised supported living service consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in practice. To ensure that staff understand and are committed to the values and expected outcomes of supported living.
- 2.2 To lead and develop the performance of all staff by providing supervision, mentoring, coaching, direct observation of practice and periodic appraisals within the Competency Framework.

- 2.3 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 students on placements and to contribute to agency training initiatives.
- 2.4 To ensure that all staff practice in a safe, competent and person centred manner and follow all guidelines for the provision of community support including the implementation of lone working policies and logging on and off procedures.
- 2.5 To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.
- 2.6 To promote good practice and to brief staff regarding wider policy and practice issues.
- 2.7 To participate in the recruitment and selection of staff, ensuring full service user involvement.
- 2.8 To challenge poor practice and address performance concerns with staff.
- 2.9 To conduct investigation and disciplinary processes as required, ensuring all processes comply with company policy.

3. Care and Support of Service Users

- 3.1 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.
- 3.2 To ensure that an outcome focused Person Centred Plan and Support Plan is devised in response to the identified needs, preferences and aspirations of individuals and that an agreed programme of support and activities is identified and organised. To ensure that support plans are consistent with statutory assessments and care plans as appropriate. To ensure Person Centred plans and Support Plans are reviewed regularly with the service user and other stakeholders.
- 3.3 To encourage and support service users to express 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. To enable people to contribute actively to decisions regarding their own care, support and activities through communication methods which are tailored to individual needs.
- 3.4 To ensure that staff respect and promote the rights and entitlements of people with mental health needs and to enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.
- 3.5 To ensure all service users have a designated Case Worker with identified responsibilities for implementing and reviewing their support plan/PCP, for working towards the achievement of agreed goals and for communicating effectively with their circle of support and other agencies. To take on Case Worker duties for service users as part of your daily duties during on rota hours.

- 3.6 To ensure there is an up to date risk assessment and positive risk management plan for each service user which is reviewed within agreed timescales. The risk assessment will address environmental risks and risks to workers as well as risks relating to the needs and chosen activities of service users.
- 3.7 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.
- 3.8 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.
- 3.9 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.
- 3.10 To coach staff in the use of appropriate positive behaviour support strategies and interventions, as specified by service users Person Centred Plan and behaviour management guidelines in order to effectively and safely support people who express their needs through challenging behaviour.
- 3.11 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. To devise and implement appropriate guidelines for safely supporting service users in the management of long term health conditions such as epilepsy and diabetes.
- 3.12 To observe and monitor the service users' emotional and physical well-being and to inform families and relevant agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 3.13 To ensure that emergencies and incidents are responded to promptly and appropriately within agency policy and reporting procedures. To support in logging incidents and alongside the Mental Health Manager ensure there is a robust system for the team to learn from incidents.
- 3.14 To ensure we support clients so that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt where we have a responsibility for service users finances.
- 3.15 To promote anti-discriminatory practice and to ensure that the services are responsive to the specific needs of service users and clients from ethnic minorities.
- 3.16 To ensure that the specific needs of service users, who have additional needs, including physical health needs and disabilities, communication and mental health needs, are fully identified, assessed and fully responded to as appropriate. To ensure that service users receive appropriate and adequate care and support, drawn from the full range of external services available, as well as from resources available within the project.

4. Other

- 4.1 To notify your 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. To support the mental health manager in developing and implementing appropriate local policies.
- 4.8 To follow all health and all safety requirements and to actively participate in the prevention and control of infection.
- 4.9 Any other duties as required.

PERSON SPECIFICATION – Deputy Project Manager
Tameside Mental Health Accommodation Services

	QUALITIES REQUIRED	How Assessed	Essential or Desirable
1	A minimum of three years' experience of working with individuals with mental health and associated needs	Application & Interview	Essential
2.	Experience of staff supervision and performance management	Application	Essential
3.	A relevant social care qualification e.g. NVQ 4, RMA, DipSW etc	Application	Essential
4.	Degree or equivalent qualification	Application	Desirable
5.	Experience of coordinating rotas and deploying staff to meet the needs and preferences of service users	Interview	Essential
6.	Knowledge of strategies, interventions and current best practice in working with people with learning disabilities	Application	Essential
7.	Excellent written/verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
8.	Good IT skills	Application	Essential
9.	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
10.	Ability to carry out a comprehensive assessment of an individual's care and support needs, including risk assessment. Ability to devise effective individual care plans and risk management plans	Application & Interview	Essential
11.	Ability to act as a mentor and role model for junior staff	Interview	Essential
12.	A high level of customer focus and the ability to lead and manage a team to provide excellent customer service	Interview	Essential
13.	Ability to work flexibly to multiple deadlines and conflicting priorities	Interview	Essential
14.	Ability to demonstrate a warm, caring and energetic approach and a 'can do' attitude with a strong vision and commitment to achieving a responsive, flexible and personalised service.	Application & Interview	Essential
15.	Ability to liaise warmly and positively with a range of agencies, families, professionals and other stakeholders and to sustain productive partnerships.	Application & Interview	Essential
16.	Ability to support service users with their physical health needs, this may include offering advice requiring knowledge of a range of coexisting needs.	Application, & Interview	Essential
17.	Willingness to work flexible hours according to the needs of the project. This may include some evening and weekend working as required.	Interview	Essential

TERMS AND CONDITIONS – Deputy Project Manager
Tameside Mental Health Supported Accommodation Service

Salary:	Up to £27,403.17 per annum / £14.05 per hour	
	Point One:	£25,706.49 per annum / £13.18 per hour
	Point Two:	£26,566.87 per annum / £13.62 per hour
	Point Three:	£27,403.17 per annum / £14.05 per hour
<p>Please Note: 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.</p>		

Hours of Work:

Full time hours are based on a nominal 37.5 per week. 15 hours of administrative to be worked flexibly to meet the needs of the service. This will include evenings, weekends and public holidays. You will also be required to contribute to an on-call/duty manager rota and to take significant responsibility for ensuring the safe and continuous delivery of services.

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.

Disclosure Check:

All appointments will be subject to DBS enhanced disclosure checks.

Probationary Period:

The first six months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

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.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

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 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 was of donating a regular basis to any of the 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 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 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.