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## **Project Manager**

**Lunedale Road, Billingham**

**Reference: 86500**

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: 07 August 2024**

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](mailto: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 DBS Checks**

**INVESTORS IN PEOPLE®**  
We invest in people Gold



**Stonehall DIVERSITY CHAMPION**



## **JOB DESCRIPTION – PROJECT MANAGER**

### **Lunedale Road Billingham**

**Hours:** 37.5 hours per week, to be worked flexibly to include evenings and weekends, according to the needs of the service.

**Responsible To:** Registered /Service Manager and other senior colleagues

#### **The Role:**

- i)** You will develop and coordinate a flexible and high quality service for adults with learning disabilities, physical disabilities and mental health needs.
- ii)** To ensure that all service users receive high quality, individualised, person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible. You will support our services to develop and embed PBS approaches through providing consultancy, training and advice.
- iii)** To ensure that the service provided is responsive to the needs and preferences of service users and their families. To ensure that all contractual and regulatory requirements are met in full and that national minimum standards are exceeded.
- iv)** You will ensure that the service is provided in accordance with the service specification and the service contract and to comply with all CQC compliances alongside corporate monitoring and evaluation requirements. Demonstrate the quality and effectiveness of the service through seeking feedback from service users and stakeholders, collating positive outcomes and ensuring the quality of service delivery.

#### **Care and Support of Service Users:**

- 1.1** To develop and sustain warm, trusting relationships with service users whilst promoting their self esteem, happiness and emotional health.
- 1.2** 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.
- 1.3** To ensure that all team members respect and promote the rights and entitlements of people with learning disabilities at all times. To ensure that staff enable service users to participate as fully as possible in their communities.
- 1.4** To ensure that service users are offered access to sources of independent advocacy and advice where it is appropriate to do so.
- 1.5** 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.

- 1.6** 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.
- 1.7** 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. To ensure that the home environment promotes all of the above.
- 1.8** To coach staff in the use of appropriate strategies and interventions as specified by their Positive Behaviour Support plans, their Statutory Care Plan and their Individual Support Plans and risk assessments. To act as an appropriate role model with regard to issues around authority, personal conflict and responsibility.
- 1.9** To devise and implement detailed management guidelines, individual programmes and protocols for managing behaviours which challenge. To develop these plans in partnership with members of the multi disciplinary and clinical team.
- 1.10** To provide advice and guidance as to how an individual's needs may be best met in the future.
- 1.11** To ensure that 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.
- 1.12** To implement infection control procedures (hand hygiene, disposal of sharps, appropriate PPR etc) in line with the required standards.
- 1.13** 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.
- 1.14** To ensure that emergencies and incidents are responded to promptly and appropriately within company policy and reporting procedures.
- 1.15** To facilitate introductory visits for new service users and their families and carers. To ensure service users and families feel confident and comfortable using the respite service and that clear lines of communication are maintained at all times with families and carers.
- 1.16** To work collaboratively with families and carers through regular steering group meetings and other feedback mechanisms.
- 1.17** To work closely with the Community Learning Disability Teams and Independent Care Boards ensuring that the needs of service users are met and that all changes in needs are reported to individual Care Managers.
- 1.18** To ensure that all service user assessments, care plans, support plans, health action plans and risk assessments are designed, implemented and reviewed in line with company procedures as well as with regulatory and contractual requirements.
- 1.19** To ensure that staff carry out and record all financial transactions involving service users within company 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.

- 1.20** To promote anti discriminatory practice and to ensure that the services are responsive to the specific needs relating to areas such as gender, ethnicity, culture, sexuality and race.
- 1.21** To ensure that the specific needs of service users that have additional needs, including physical health needs and disabilities, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.
- 1.22** 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 as far as is reasonably possible that all service users are effectively linked into Care Management mechanisms and have identified statutory Key Workers.

#### **Staff Management:**

- 2.1** To work collaboratively and positively with colleagues at all times so as to ensure that the highest levels of performance and standards of work are achieved.
- 2.2** To directly supervise staff working within the service.
- 2.2** To plan ahead to meet the needs of service users as identified by their individual Care Plans by:
  - Deploying staff resources in such a way as to ensure maximum efficiency and effectiveness in the use of those resources
  - Delegating tasks and responsibilities as appropriate to meet the needs of service users and the requirements of the contract.
  - 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.
- 2.3** To have a clear vision for the provision of learning disability services consistent with the philosophy of the agency and with key national and local policies (Valuing People Now; Our Health Our Care Our Say, Putting People First etc). To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff working under your direction understand and are committed to the values and objectives of the service and Creative Support.
- 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 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 assist in the organisation of 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 Service / Area Manager.

#### **Project Management and Administration:**

- 3.1** To be accountable for the overall quality of the service and to ensure that it conforms to the required quality standards and requirements.
- 3.2** To promote effective joint working with partner agencies and ensure the achievement of agreed service objectives. To ensure that excellent communications are maintained.
- 3.3** 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 service and to take appropriate follow-up action.
- 3.4** 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 taken.
- 3.5** To maintain effective administrative procedures and financial control systems in liaison with the Service Manager and the Finance Department. To ensure that all matters pertaining to service user finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures*' and to monitor carefully all financial arrangements and transactions.
- 3.6** To ensure that any quality assurance measures are implemented.
- 3.7** To ensure that the fabric of properties managed by Creative Supported are maintained to a high standard. To ensure that necessary repairs are carried out promptly and that all housing services are efficiently and effectively carried out. To work within the framework of the Service Level Agreement (SLA) established with the housing provider which owns the property.
- 3.8** 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.
- 3.9** 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, carers, other agencies and the general public.
- 3.10** To notify local agencies of any vacancies within the service and to seek appropriate referrals so as to make the best use of the service. To carry out full assessments of service users referred and those service users returning to use the service.

- 3.11** To assist senior colleagues in the management of the service budgets and to liaise with Creative Support's Director of Finance where appropriate. To ensure that voids in occupancy are kept to the lowest possible level and that income generation is maximised.

#### General Duties

- 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 (including individual and group clinical supervision).
- 4.3** To carry out all work in a manner consistent with the aims of the service 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 engage positively with and complete the required appraisal / personal development plan system in line with the registered nurse / staff nurse position.
- 4.8** To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 4.9** 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.
- 4.10** 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.
- 4.11** 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.
- 4.12** Any other reasonable duties as required.

## PERSON SPECIFICATION – PROJECT MANAGER

Lunedale, Billingham

	<b>QUALITIES REQUIRED</b>	<b>How Assessed</b>	<b>Essential/Desirable</b>
<b>1</b>	A minimum of three years' experience supporting people with learning difficulties/mental health needs	Application & Interview	Essential
<b>2</b>	At least one years' experience of supervising staff or managing services for people with learning disabilities/mental health needs	Application & Interview	Essential
<b>3</b>	Possession of or willing to work towards , NVQ 4/5, RMA, Diploma Level 5 or equivalent professional qualification	Application Form	Desirable
<b>4</b>	Develop warm, trusting relationships with service users and a person centred approach to people with learning disabilities	Interview	Essential
<b>5</b>	Knowledge & understanding of the Mental Capacity Act and DOLs as well as comprehensive knowledge of CQC standards and requirements and service compliance.	Interview	Essential
<b>6</b>	A high level of customer focus and the ability to lead and manage a team to provide excellent customer service	Interview	Essential
<b>7</b>	Excellent written & verbal communication skills and ability to listen to listen sensitively to others	Interview	Essential
<b>8</b>	Good numeracy skills and experience of preparing/managing budgets	Application & Interview	Desirable
<b>9</b>	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
<b>10</b>	Experience of consulting with service users & families and responding to their views in service development and delivery	Interview	Essential
<b>11</b>	Ability to build effective, professional professionals, other agencies and families of service users	Interview	Essential
<b>12</b>	Ability to support and supervise junior staff and provide on the job coaching, personal development and guidance to all staff	Application & Interview	Essential
<b>13</b>	Experience of developing new services/initiatives in partnership with others and of evaluating & monitoring success	Application Form	Desirable
<b>14</b>	Willingness to work flexible hours according to needs of the agency and service users (including participation in the local on call service)	Interview	Essential
<b>15</b>	Ability to use a range of helpful communication techniques (e.g. PECS, TEACCH, Sign Along Makaton etc)	Application & Interview	Desirable
<b>16</b>	Demonstrable skills in working effectively with people who have learning disabilities, including people who may have personal care needs and challenging behaviours	Interview	Essential
<b>17</b>	Ability to carry out a comprehensive assessment of an individual's care and support needs, including risk assessment plans, management guidelines and protocols for managing challenging behaviour.	Interview	Essential
<b>18</b>	The ability to serve as a professional role model to colleagues	Interview	Essential

## TERMS AND CONDITIONS – PROJECT MANAGER

Lunedale, Billingham

Salary:	Up to £14.32 per hour	
	Point One:	£14.06 per hour
	Point Two:	£14.32 per hour
<b>Please Note:</b> <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 or part time hours; full time hours are 37.5 per week. To be worked flexibly on a rota which may include evenings, weekends and public holidays according to the needs of the service.

### Sleep Ins:

An additional payment is payable per night for sleep-ins.

### 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.

### On-Call Rota:

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

### Holidays:

25 days plus 8 statutory days pro rata.

### 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:

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

#### **Probationary Period 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 your 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 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.

**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 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.

**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