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Project Manager

Reference: 87182

Whalley Range Mental Health Recovery Service

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: 25 July 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 – PROJECT MANAGER

Whalley Range Mental Health Recovery Service

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

Responsible to: Senior Service Manager and Service Director

Summary of Job:

- i) To be responsible for the operational management of a recovery focused service in Whalley Range which supports people with mental health needs.
- ii) To deploy staff to meet individual needs and preferences within available resources
- iii) To supervise, coach, manage performance and support of staff, volunteers and students on placement
- iv) To respond to referrals and undertake initial assessments of need.
- v) To ensure all service users have a co-produced plan of support and a designated Key Worker
- vi) To ensure there are clear goals and expected outcomes for each service user with a defined move-on plan pathway towards greater independence.
- vii) To coordinate a programme of regular person-centred reviews which put each person's views and unique recovery journey at the heart of planning and decision making.
- viii) To work closely with multi-disciplinary teams and community based agencies to provide holistic, wrap-around support
- ix) To maintain high standards of environmental safety/quality and ensuring a welcoming, inclusive atmosphere
- x) To facilitate service user engagement, involvement, and peer support

1. Care and Support of Service Users:

- 1.1 Develop warm, trusting relationships with service users to encourage them to express their needs, views, and concerns.
- 1.2 To conduct holistic assessments of service user needs, preferences, goals, aspirations and risks together with the service user, families and involved professionals and devise recovery-focused support plans and risk management plans accordingly. Ensure that these are reviewed regularly.
- 1.3 To work within the recovery model to support service users to manage their mental health and well-being using their wellness recovery action plans (WRAPS) and personalised coping mechanisms.

- 1.4** To enhance the confidence and coping abilities of service users through encouragement and positive feedback. Empower service users by developing skills in planning and self-organisation and encourage them to maintain appointments and commitments.
- 1.5** To work with service users to develop recovery circle support plans. Develop crisis/relapse management plans/advanced directives with the service user and multi-disciplinary team.
- 1.6** To support service users who have additional needs due to substance misuse through appropriate advice, support and signposting. Linking in with Drug & Alcohol agencies to ensure progress towards goals e.g. harm reduction, abstinence.
- 1.7** To support service users with a history of offending or who are subject to Probation Orders/Community Sentencing to avoid reoffending and comply with all requirements.
- 1.8** To ensure that service users have personalised move-on plans which are regularly reviewed. Advise and assist service users in obtaining appropriate move-on accommodation which meets their needs and preferences and empowers them to live independently in the community.
- 1.9** To support service users to budget and manage their finances and ensure that service users receive their full benefit entitlement by liaising with Welfare Rights/advice agencies.
- 1.10** To enable service users to participate in their communities, to enjoy the rights and responsibilities of citizenship, and to access legal advice and independent advocacy.
- 1.11** To encourage service users to take as much responsibility as possible for the management of their physical and mental wellbeing and to access relevant services.
- 1.12** To assist in monitoring service users' mental health and general wellbeing and inform involved professionals of concerns or changes in needs and circumstances.
- 1.13** To support service users in complying with prescribed medication in line with their support plan. Liaise with the prescribing doctor regarding the compliance with prescribed medication. Ensure that service users attend medical appointments and medication reviews.
- 1.14** To ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and the Council's safeguarding policies and procedures and report safeguarding concerns immediately to the Council, Service Director, and the Duty/On Call Manager.
- 1.15** To support service users to reduce risks to themselves and others in line with risk management plans. Work within a positive risk management approach whilst upholding your Duty of Care. Work with involved professionals to take a consistent approach to risk.
- 1.16** To ensure that the service supports service users in developing socially valued lifestyles, including culturally and age appropriate experiences, building on strengths, interests, and aspirations of service users. Enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities.
- 1.17** To promote anti-discriminatory practice and ensure that the service is responsive to the specific needs of service users and service users from ethnic minorities.

- 1.18** To monitor the content, implementation and effectiveness of plans. Ensure that all service users have a key worker and co-worker and act as the nominated key worker as appropriate.

2. 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.

- 2.3** To coordinate and deploy staff resources efficiently in relation to the needs of service users and the requirements of the service.

- 2.4** To ensure that staff practice in a safe, competent and person centred manner and follow all Creative Support guidelines and procedures.

- 2.5** To manage staff performance by providing supervision, coaching, direct observation of practice and periodic appraisals within the Competency Framework. Ensure that staff training needs are identified and met and all training is recorded in supervision files and the training matrix.

- 2.6** To contribute to the recruitment and selection of staff according to identified needs and preferences of service users.

- 2.7** To ensure that staff training and development needs are identified and met. Participate in the planning and delivery of staff training and development activities. Act as Diploma assessor for staff undertaking Diploma programmes. Coach, train, and supervise nursing, social work and other students on placements and contribute to agency training initiatives.

- 2.8** To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.

3. 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 and the service commissioners.

- 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 project 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 carried out.
- 3.5** 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.
- 3.6** To help develop and participate in monitoring and evaluation procedures. To assist in the formal review of all schemes at regular intervals. 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.
- 3.7** To assist the Service and Service Manager the management of the service budgets and to liaise with Creative Support's Director of Finance and the Service Director. To ensure that voids in supported housing are kept to the lowest possible level and that income generation is maximised.
- 3.8** To ensure that the accommodation in which service users live is maintained to the highest possible standards. To ensure that necessary repairs are reported promptly and that all housing services are efficiently and effectively carried out.
- 3.9** To reinforce the terms and conditions of the tenancy agreement, taking into consideration tenant's needs and working within a multi-disciplinary framework.
- 3.10** 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.
- 3.11** 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.
- 3.12** To notify local agencies of any vacancies within the project, and to seek appropriate referrals so as to make the best use of the service. To carry out full assessments of clients referred and to convene the Allocations Panel to discuss the referrals.
- 3.13** To be responsible for monitoring and the evaluation of procedures. To prepare for and contribute in the formal review of the service at regular intervals. To collect and collate

relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for clients. To ensure that any quality assurance measures are implemented.

4. Joint Working:

- 4.1** To establish and maintain good working relationships with all professionals and services in the relevant area.
- 4.2** To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter-agency forums.
- 4.3** To facilitate the involvement of service users, carers and representatives in the management and development of the service.
- 4.4** To promote Creative Support, it's services and activities to service users, carers and other agencies and the general public.

5. Other:

- 5.1** To notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 5.2** To accept support, supervision and guidance from senior colleagues.
- 5.3** To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 5.4** To comply with and to implement the Equal Opportunities Policy.
- 5.5** To maintain confidentiality at all times, in accordance with the agreed policy.
- 5.6** To identify training needs in discussion with Line Manager and to attend training events and courses as required.
- 5.7** To observe any written policies, procedures and guidelines for good practice as agreed by Creative Support.
- 5.8** To take part in the local on-call service to provide out-of-hours support.
- 5.9** 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.
- 6.0** Any other duties as required.

PERSON SPECIFICATION – PROJECT MANAGER
Whalley Range Mental Health Recovery Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	A minimum of two years' experience working with individuals with mental health needs/learning disabilities/autism.	Application Form	<i>Essential</i>
2	Relevant health or social care qualification (such as RMN/DipSW, degree or Diploma Level 5) or equivalent professional qualification.	Application Form	<i>Essential</i>
3	Comprehensive Knowledge of CQC standards, requirements and service compliance.	Interview	<i>Essential</i>
4	A warm, person-centred and respectful approach to working with people with mental health needs.	Application & Interview	<i>Essential</i>
5	Excellent written and verbal communication skills including the ability to listen attentively to others	Application & Interview	<i>Essential</i>
6	Ability to work professionally with service users, families, and involved professionals/agencies to provide a service which maximises outcomes for service users	Application & Interview	<i>Essential</i>
7	Experience of supervising and supporting staff, and deploying staff resources efficiently to meet the needs of the service	Application & Interview	<i>Essential</i>
8	Knowledge and skills to ensure the safe management and administration of medication	Application & Interview	<i>Essential</i>
9	An up-to-date understanding of the recovery model and the ability to work with people in a recovery-focused way as well as an understanding of mental health legislation, services and interventions	Application & Interview	<i>Essential</i>
10	Ability to conduct holistic needs and risk assessments with service users and devise support and risk management plans	Application & Interview	<i>Essential</i>
11	Ability to plan and organise the delivery of the service	Application & Interview	<i>Essential</i>
12	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Application & Interview	<i>Essential</i>

TERMS AND CONDITIONS – PROJECT MANAGER**Whalley Range Mental Health Recovery Service****Salary:**

Up to £30,882.75 per annum (dependent on experience & qualifications)

Point 1: £14.97 - £29,200.50

Point 2: £15.25 - £29,741.25

Point 3: £15.53 - £30,282.00

Point 4: £15.81 - £30,882.75

Hours of Work:

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.

Disclosure check:

All appointments will be subject to DBS enhanced disclosure checks.

Probationary Period:

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

Holidays:

25 days plus 8 statutory days pro rata.

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.

On-Call Rota:

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

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.

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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.

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 you end of probationary review paperwork.

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:

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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 within the company.