



Creative Support Ltd
Head Office
Wellington House
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Project Manager

Reference: 77926

Wigan Mental Health Recovery Service

Closing Date: 12 August 2025

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.

Please return the completed application form to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS. Alternatively application forms completed by typing can be emailed to recruitment@creativesupport.co.uk.

All employees are subject to enhanced DBS checks

JOB DESCRIPTION – PROJECT MANAGER
Wigan 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: Service Manager and Area Manager

Summary of Job

- You will be responsible for the operational management of a recovery focused service in Wigan which supports people with mental health needs
- Deployment of staff to meet individual needs and preferences within available resources
- Supervision, coaching, performance management and support of staff, volunteers and students on placement
- Responding to referrals and undertaking initial assessments of need
- Ensuring all service users have a co-produced plan of support and a designated Key Worker
- Ensuring there are clear goals and expected outcomes for each service user with a defined move-on plan pathway towards greater independence
- Co-ordinating 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
- Working closely with local multi-disciplinary teams and community based agencies to provide holistic, wrap-around support
- Maintaining high standards of environmental safety/quality and ensuring a welcoming, inclusive atmosphere
- 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 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 Advise and support service users in managing their tenancy, developing life skills and maintaining the safety, hygiene and comfort of their home.
- 1.4 Promote service users' self-esteem and empower them to express their preferences and make choices and decisions.
- 1.5 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.
- 1.6 Where appropriate, encourage service users to involve their families and partners in their support plan to support their recovery.

- 1.7 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.
- 1.8 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.
- 1.9 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.
- 1.10 Support service users subject to CTO's, Sections of the Mental Health Act/Home Office Restrictions and Guardianship Orders to comply with all requirements. Collaborate with the Care Coordinator, RMO or Social Supervisor to effectively manage risk/compliance.
- 1.11 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.
- 1.12 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.
- 1.13 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.
- 1.14 Enable service users to participate in their communities, to enjoy the rights and responsibilities of citizenship, and to access legal advice and independent advocacy.
- 1.15 Encourage service users to take as much responsibility as possible for the management of their physical and mental wellbeing and to access relevant services.
- 1.16 Assist in monitoring service users' mental health and general wellbeing and inform involved professionals of concerns or changes in needs and circumstances.
- 1.17 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.
- 1.18 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.
- 1.19 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.
- 1.20 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.

- 1.21 Promote anti-discriminatory practice and ensure that the service is responsive to the specific needs of female service users and service users from ethnic minorities.
- 1.22 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. Service Management

- 2.1 Be accountable for the quality of the service in the absence of the service manager and ensure that it conforms to the quality standards and requirements of the service specification, the Commissioners, Creative Support, and other stakeholders.
- 2.2 Promote effective joint working with partner agencies and ensure that service objectives are achieved. Ensure that excellent communication is maintained.
- 2.3 Facilitate the involvement of service users and the informal support network in developing, planning, and evaluating the service.
- 2.4 Encourage customer feedback and suggestions from service users, families and involved professionals. Promote a positive attitude to complaints and ensure that complaints are investigated following Creative Support procedures and that appropriate action is taken.
- 2.5 Assist in formal reviews of the service at regular intervals. Collect and collate relevant statistical information, including service user contact hours. Evaluate outcomes for service users. Ensure that quality assurance measures are implemented.
- 2.6 Ensure that the physical environment of the service is maintained to the highest possible standard. Ensure that repairs are reported and that housing services are efficiently and effectively carried out.
- 2.7 Assist the Service Director and Service Manager in managing service budgets and liaise with Creative Support's Director of Finance. Maintain effective administrative procedures and financial control systems with the Service Manager and Finance Department.
- 2.8 Ensure service user finances are managed following Creative Support policies and monitor all financial arrangements and transactions.
- 2.9 Ensure that health and safety and related policies are understood and adhered to by all staff. Promote health and safety awareness. Assist in recording and investigating accidents and incidents and take appropriate follow-up action.

3. Staff Management

- 3.1 Manage staff to ensure the highest levels of performance and standards of work are achieved
- 3.2 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.
- 3.3 Coordinate and deploy staff resources efficiently in relation to the needs of service users and the requirements of the service.
- 3.4 Ensure that staff practice in a safe, competent and person centred manner and follow all Creative Support guidelines and procedures.
- 3.5 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.
- 3.6 Contribute to the recruitment and selection of staff according to identified needs and preferences of service users.
- 3.7 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.
- 3.8 Organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication.
- 3.9 Promote best practice and brief staff regarding wider policy and practice issues.

4. General Duties

- 4.1 Promote Creative Support, its services and activities to clients, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.
- 4.2 Accept support, supervision and guidance from senior colleagues.
- 4.3 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 4.4 Ensure that you and other staff, volunteers and students on placement comply with the following:
- Health and Safety policies and Equal Opportunities Policy

- Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
- Confidentiality and data protection
- The Mental Capacity Act 2005 / DOLs
- The Care Act 2014
- The quality standards and expectations set out by the CQC (Safe, Caring, Effective, Responsive and Well Led)
- All Creative Support policies, procedures and guidelines for best practice

4.5 Identify own training needs in discussion with line manager and attend training events and courses as required.

4.6 Any other duties as required.

PERSON SPECIFICATION – PROJECT MANAGER
Wigan Mental Health Recovery Service



	QUALITIES REQUIRED	How Assessed	Essential / Desirable?
1	A minimum of three years' experience working with individuals with mental health needs	Application Form	Essential
2	Relevant health or social care qualification (such as RMN/DipSW, degree or NVQ Level 4/5)	Application Form	Essential
3	A warm, person-centred and respectful approach to working with people with mental health needs.	Interview	Essential
4	Excellent written and verbal communication skills including the ability to listen attentively to others	Application & Interview	Essential
5	Ability to work professionally with service users, families, and involved professionals/agencies to provide a service which maximises outcomes for service users	Application & Interview	Essential
6	Experience of supervising and supporting staff, and deploying staff resources efficiently to meet the needs of the service	Application & Interview	Essential
7	Knowledge and skills to ensure the safe management and administration of medication	Application & Interview	Essential
8	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	Essential
9	Ability to conduct holistic needs and risk assessments with service users and devise support and risk management plans	Application & Interview	Essential
10	Ability to plan and organise the delivery of the service	Application & Interview	Essential
11	Willingness to work flexibly on a rota to meet the needs of the service, including evenings, weekends, and bank holidays	Application & Interview	Essential

Salary:	Up to £14.32 per hour	
	Point One:	£14.06 per hour
	Point Two:	£14.32 per hour
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>		

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.

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:

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 basis 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.