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Project Manager
Salford Intensive Support Services

Reference: 88458

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: 28 June 2026

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 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

Salford Intensive Support Services

Hours: 37.5 hours per week (flexible: to be worked according to a rota and to include evenings, weekends, sleep in's and public holidays according to the needs of the service).

Responsible to: Registered Service Manager

The Role:

You will be responsible for the daily running of multiple services within Salford Intensive Support Services. You will directly manage and supervise Senior Support Workers, overseeing the effective day-to-day operation of services. You will ensure that all contractual requirements, regulatory expectations, and safety standards are consistently met, demonstrating a strong understanding of compliance and quality assurance within a care setting.

We are seeking an individual who is able to build and maintain strong, trusting, and professional relationships with service users and their family members. You will lead by example, supporting and developing Senior Support Workers and Support Workers within their roles. You will ensure all mandatory and role-specific training is completed and that staff are supported to meet and exceed the expectations of their positions, demonstrating strong leadership and people management skills.

You will be required to demonstrate a high level of flexibility, working across multiple sites on a rota basis. You will maintain a professional and confident approach at all times and be able to build effective working relationships with a range of professionals and external agencies, evidencing strong communication and partnership working skills.

You will be expected to complete all documentation and paperwork to a consistently high standard, with a strong attention to detail. You will also provide guidance and support to Senior Support Workers and Support Workers to ensure documentation across the service meets organisational and regulatory requirements.

You will have proven experience in positive partnership working with professionals and will act at all times in the best interests of the people we support. You will represent Salford Intensive Support Services in a professional and positive manner, demonstrating commitment to person-centred care and organisational values.

Main Duties:

- 1.** You will ensure you are a flexible and empowering Person. You will meet the needs of service user's and work with the housing provider and families to promote a positive atmosphere within the service, encourage social activities and connections with the wider community.
- 2.** Monitor and assess attendance, reliability, performance, values and competence of staff through supervision, direct observation and through feedback from clients and stakeholders. Ensure that staff, volunteers, apprentices and students on placement receive personal support,

supervision and appraisal in accordance with agency and CQC requirements. Ensure that staff records are up to date and ready for inspection by CQC and senior managers.

- 3.** Ensure that staff training and development needs are identified and met and that staff receive appropriate induction, mandatory and other training. Ensure that staff are inducted the personal care and other needs and preferences of clients, orientation to the building, fire and emergency procedures and safe use of equipment, assistive technologies and emergency buzzer/alarm systems. Ensure that staff training records and matrices are up to date and ready for inspection at all times.
- 4.** Ensure that Service User's receive appropriate, high quality care and support to meet their needs, drawn from internal and external services available. Make referrals to specialists and agencies to ensure that individual needs are identified and met. Ensure that clients are effectively linked into care planning mechanisms where appropriate. Raise awareness of client rights as citizens to health and social care and universal services
- 5.** Ensure appropriate 24 hour response in the event of emergencies and requests for assistance from staff and service user's. Ensure that staff understand their duty of care in respect of medical and other emergencies and are confident in contacting emergency and on-call services.
- 6.** Enable clients to plan and experience dignified, comfortable and person centred care which meets their preferences, cultural, spiritual and other needs.
- 7.** Promote anti-discriminatory practice and ensure that services respect diversity, encourage respect and tolerance and are responsive to cultural, spiritual and other needs of clients.
- 8.** Promote safety for Service user's and staff and a culture of positive risk management which balances protecting vulnerable people with enjoying opportunities at a fulfilling life. Ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are adhered to by staff, tenants and visitors. Promote health and safety awareness. Conduct risk assessments of service user needs, the physical environment and lone working and implement plans to reduce risk and protect from harm. Prevent and record falls, accidents, and incidents to take appropriate action. Ensure that staff are supplied with protective equipment as required.
- 9.** Encourage assistive and personal technologies to increase independence and enhance quality of life. Ensure that emergency alarm systems, assistive technologies/telecare and mobility aids/equipment are inspected and fully functioning and that staff and Service users are trained in their use. Ensure that relevant contact numbers are accessible to staff to report faults with systems/equipment.
- 10.** Collaborate with the housing provider to ensure a high standard accommodation and physical environment and that all areas are attractive, clean and well maintained. Ensure that repairs are promptly reported. Escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and/or to the service user's satisfaction
- 11.** Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Salford City Council's safeguarding policy and procedures and immediately

report concerns regarding vulnerable adults or children to the Council, the Area Manager and the Duty/On Call Manager

12. Participate in monitoring and evaluation procedures. Contribute in formal reviews of the service. Collect and collate relevant statistical information. Participate in the evaluation of client outcomes. Implementation of quality assurance recommendations and requirements
13. Monitor and assess attendance, reliability, performance, values and competence of staff through supervision, direct observation and through feedback from clients and stakeholders. Ensure that staff, volunteers, apprentices and students on placement receive personal support, supervision and appraisal in accordance with agency and CQC requirements. Ensure that staff records are up to date and ready for inspection by CQC and senior managers.
14. To support people who express their frustrations and needs through challenging behaviour by using appropriate strategies and intervention frameworks as specified by the Person Centred Plan.
15. To monitor, review and evaluate individual protocols for people with a learning disability and intensive support needs in line with person centred plan and Positive Behaviour Support guidelines.
16. To take appropriate action in the event of unforeseen emergencies, ensuring that the Service Manager is informed promptly.

Other:

17. To notify the Service Manager of planned whereabouts and to submit accurate timesheets weekly.
18. To accept support, supervision and guidance from senior colleagues.
19. To carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
20. To comply with and to implement the Equal Opportunities Policy.
21. To maintain confidentiality at all times, in accordance with the agreed policy.
22. To undertake specific specialised training identified to enhance on teams expertise of working with people with a learning disability and intensive support needs.
23. To identify training needs in discussion with Line Manager and to attend training events and courses as required.
24. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.
25. To take on the role of shift co-ordinator when required.

- 26.** 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.
- 27.** 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 need
- 28.** 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.
- 29.** Any other duties as required.

PERSON SPECIFICATION – PROJECT MANAGER

Salford Intensive Support Services

	QUALITIES REQUIRED	How Assessed	Essential /Desirable
1	Ability to demonstrate a warm, person centred and affirmative approach to people with a learning disability and intensive support needs	Interview	Essential
2	Good verbal communication skills and ability to listen sensitively to others	Interview	Essential
3	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4	Ability to demonstrate significant understanding of the needs of people with a learning disability and intensive support needs	Interview	Essential
5	Good written communication skills Sound IT skills	Application & Interview	Essential
6	Ability to work constructively and co-operatively as part of a consistent team approach	Interview	Essential
7	Able to work safely and responsibly without direct supervision in service users homes	Interview	Essential
8	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
9	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
10	Ability to demonstrate respect for difference and diversity	Application & Interview	Essential
11	Ability to provide emotional and practical support to service users	Interview	Essential
12	A non-judgmental, accepting approach to working with people who may be challenging and the ability to cope in a mature way with conflict, distress and challenging behaviours	Application & Interview	Essential
13	Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual	Interview	Essential
14	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
15	Ability to support and supervise junior staff and provide on the job coaching	Application & Interview	Essential
16	Knowledge of helpful approaches, strategies and interventions in working with people with a learning disability and intensive support needs	Application & Interview	Essential
17	Ability to use a range of helpful communication techniques (e.g. Makaton, PECS, TEACCH System, etc.)	Application & Interview	Desirable
18	The ability to serve as a professional role model to colleagues	Interview	Essential
19	The ability to supervise junior staff and to deputise for the Unit Business Manager	Application & Interview	Essential
20	Experience of supporting people with a learning disability and intensive support needs	Application	Essential
21	Life experience and confidence in relating to people from a wide	Application	Essential

	variety of backgrounds	& Interview	
22	Possession of NVQ or other relevant social care qualification	Application	Essential
23	Good standard of general education	Application	Essential
24	Willingness to work flexible hours according to needs of agency and service users	Interview	Essential
25	Willingness to attend training courses and events	Interview	Essential
26	Willing to accept feedback and guidance and be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS – Project Manager

Salford Intensive Support

Salary:	Up to £14.75 per hour	
	Point One:	£ 14.50
	Point Two:	£ 14.75
Please Note: <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i>		

Hours of Work:

Full time – 37.5 hours per week. To be worked flexibly on a rota which will include evenings, sleep-ins, weekends and public holidays according to the needs of the service.

Holidays:

20 days plus 8 statutory days pro rata per annum.

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.

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 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.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support does pay Statutory Sick 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 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 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.

Vaccination Policy:

We would encourage you to apply to us even if you have not yet had your COVID 19 vaccine. You will be required to have your first COVID 19 vaccine prior to your interview and your second vaccine before you start work with us. This time will be used to complete post interview recruitment checks. Applicants who are unable to receive the vaccination on medical grounds are still welcome to apply with provision of their official NHS COVID pass letter of medical exemption.

