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Registered Service Manager

Doncaster Personalised Services

Reference: 90573

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: 06 August 2026

Once you have submitted your application form allow *14 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

Employment will be subject to enhanced Disclosure and Barring Service checks and ISA checks.



JOB DESCRIPTION – REGISTERED SERVICE MANAGER

Doncaster Personalised Services

Hours: 37.5 hours per week, to be worked flexibly to include some evenings and weekends, according to the needs of the service. This will include taking part in local on call responsibility.

Responsible to: Area Manager/ Senior Operations Manager

Summary of the Role and Our Expectations:

We are looking for a caring, dynamic and highly motivated Manager to join the team as a Registered Service Manager in our Doncaster Supported Living Services. You will be one of 4 Registered Managers.

You must be an accomplished practitioner with proven management skills and have experience and knowledge of working within the social care sector in support of people with learning disabilities and mental health needs.

The Registered Service Manager will lead the operational management of services in Doncaster supporting adults with learning disabilities. These services have been developed to meet the needs of adults with learning disabilities, autism, physical disabilities, behaviours of concern and mental health needs, each person with their own personality, story and aspirations. Your role is to ensure every individual has the opportunity to live safely, meaningfully and with dignity, while enjoying genuine connections within their community.

As a visible, hands-on leader, you won't just oversee services from a distance, you'll know each of the people we support by name, understand their needs and ambitions, and build strong, trusting relationships with their families and core support network. By being present, you'll anticipate challenges, spot opportunities, and lead your team to deliver support that is truly person-centred and of the highest quality.

As the Registered Service Manager you will ensure that our services are of the highest quality, and meet all CQC standards and contract requirements. You will demonstrate this through co-ordinating comprehensive quality and contract monitoring processes. You will ensure that the care and support delivered is truly personalised and provided in accordance with agreed care plans, enabling the people we support to enjoy wellbeing, quality of life and develop community connections. You will promote and reinforce a culture of responsive, person-centred practice and active support across the service, with relationships based on respect and unconditional positive regard.

Your role will include responsibility for:

- Recruit teams carefully matched to the needs and preferences of the people we support.
- Bring out the best in your staff, leading and coaching senior colleagues and support workers to deliver safe, compassionate and effective care.
- Create a strong team culture, where staff feel valued, motivated and confident to provide outstanding support.
- Guarantee consistency and reliability, ensuring services run smoothly and flexibly respond to individual needs.
- Champion outcomes, helping people we support achieve their goals and live fulfilling lives.
- Lead with quality and compliance, ensuring CQC standards and commissioner expectations are not only met, but exceeded.

- Manage positively and proactively, preventing and resolving incidents while encouraging safe, positive risk-taking.
- Strengthen family and professional partnerships, offering excellent customer care to all stakeholders.

This role is about more than compliance and oversight, it's about leading by example, building services that feel like homes, and ensuring that every person we support can flourish.

You will support individuals to build confidence, develop their skills and take an active role in their local community.

Our goal is to ensure that the people we support can proudly say:

- I live my best life in a place I call home
- I feel listened to, respected and valued
- I enjoy choices and rights and have control over my life
- I am supported to be safe
- I am doing the things that matter to me
- I enjoy relationships with others
- I am connected to my community
- I am supported with my wellbeing
- I feel able to reach my full potential

1. Staff Management

- 1.1 To ensure that staff resources are deployed as efficiently and effectively as possible across the Doncaster services.
- 1.2 To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved. To ensure that staff understand and are committed to Creative Support's person-centred values and objectives.
- 1.3 To ensure that staff develop and sustain warm and trusting relationships with the people we support, promote their self-esteem, happiness and emotional health. To promote a high level of commitment and duty of care to all individuals along with unconditional positive regard for each person supported. To support staff to maintain appropriate professional boundaries.
- 1.4 To ensure that all staff receive regular support, supervision and appraisal. To be supportive whilst taking corrective action to ensure that performance concerns are addressed proactively. To identify, reinforce and positively acknowledge good practice utilising our rewards and recognition programmes.
- 1.5 To ensure that staff training and development needs are identified and met and that services maintain up to date staff training matrix at all times. To participate in the planning and delivery of staff training. To carry out and record direct observations of practice to ensure that staff are caring, respectful, empowering and competent in their practice.
- 1.6 To organise staff meetings and ensure that these are used effectively to develop and improve services and to foster cohesive team working. To communicate agency policies and initiatives to staff and to brief staff regarding wider policy and best practice.
- 1.7 To support the personalised recruitment and selection of staff, matched to the needs of the people we support, ensuring a high level of individual and family participation in the selection process.

- 1.8 To ensure that all new staff and any temporary/agency staff or students are fully inducted into the services; such induction to include: core values (eg dignity, respect) people we support needs/risks, support and activity plans, medication & health needs and any associated protocols, Health & Safety, fire prevention and safety, care of the physical environment, emergency procedures, duty of care in respect of health and wellbeing, operational policies, safeguarding and incident reporting procedures, whistleblowing and communicating concerns, internal/external customer care expectations, roles of other agencies, shift and rota requirements, shift co-ordinator role, timely submission of valid timesheets/expense claims, timekeeping and attendance expectations, absence reporting, positive team working and general standards of behaviour, conduct and professionalism.

2. Care and Support of the People we support:

- 2.1 To ensure that staff encourage and support people to express their needs, views and concerns and enable individuals to make choices and decisions and to participate as fully as possible in planning and decision making processes.
- 2.2 To ensure that staff fully respect and promote the rights and entitlements of people with disabilities and the people we support to access independent advocacy and advice.
- 2.3 To ensure that a holistic assessment of need is competently undertaken for each person we support prior to moving into the service and to review and update this on a regular basis. To ensure that all people we support have Individual Support Plans/PCP's which meet their identified needs. To monitor the content, implementation and effectiveness of plans.
- 2.4 To ensure that a comprehensive risk assessment is undertaken in relation to each person we support's history, current needs and activities. To devise risk management plans to reduce and manage identified risks. To promote a culture of positive risk management. To undertake a new risk assessment when there is a change in the individuals risk profile.
- 2.5 To facilitate meaningful person-centred reviews, which capture the views of the person supported and members of their Circle of Support, including family members and external professionals. To ensure that the initial PCR reviews take place within 6 weeks of an individual being supported by the service and at six to twelve monthly intervals thereafter. To ensure that reviews are inclusive and dynamic processes which review all aspects of care and support, the person's quality of life, their experience of the service and outcomes achieved. To ensure that new aspirational goals are agreed and that short and longer-term plans are developed and implemented to achieve these.
- 2.6 To ensure that individuals who have additional needs, including physical health needs and disabilities, Autistic Spectrum Disorders, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.
- 2.7 To ensure that the communication needs of people we supports are identified and met and that each person with communication needs has a personalised Communication Plan/Communication Passport. Where specific communication skills are required (such as Makaton or BSL) to support staff to acquire and develop these skills. To promote the use of communication tools and approaches (such as social stories, visual planners and communication boards). To encourage the creative use of assistive and personalised technologies to promote communication and active engagement.

- 2.8 To ensure that people we supports receive effective, holistic support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the services. To ensure that each person we support has an identified Key Worker to co-ordinate their care and support.
- 2.9 To ensure that individuals are supported to develop socially valued lifestyles, including culturally and age appropriate activities which build on their strengths, interests and aspirations. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities. To promote community connections and inclusion.
- 2.10 To ensure that people we support are enabled to become as independent as possible and to maximise their confidence, competence and personal effectiveness. To achieve this by identifying and building on strengths and by developing skills and abilities through the provision of active support and skills training.
- 2.11 To work with people we support and their core support network to develop programmes of meaningful activities in accordance with their needs, interests and risk profile and to monitor the implementation of agreed activities. To draw up guidelines to reduce/manage any risks associated with activities and to promote the people we support's active enjoyment and participation in activities.
- 2.12 To contribute to the development and implementation of Positive Behaviour Support Plans and Guidelines as required, working in collaboration with Creative Support's PBS team and the wider Multi-Disciplinary Team. To coach staff in the use of appropriate strategies and interventions which are personalised to their needs and are least restrictive.
- 2.13 To ensure people we support receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To ensure that people we support receive health-related advice, support and regular primary healthcare checks. To promote the physical and mental wellbeing of people we supports through promoting good nutrition, hydration, relaxation, exercise and active healthy lifestyles. To support the development of comprehensive Health Action Plans and specific health protocols where these are required to manage long term conditions.
- 2.14 To promote a warm and positive approach to the friends and families of people we support. To involve families and significant others in the planning of transitions and individual support, where this is in accordance with people we support preferences.
- 2.15 To act as a role model providing skilled direct care and support to individuals. To guide and coach individual staff members and teams to follow support plans, agreed approaches and interventions. To lead and encourage staff to promote people we support's confidence, independence, and competence in all areas of daily living by utilising active support principles, life skills training and personalised coping strategies.
- 2.16 To ensure that staff observe and monitor the people we supports' mental and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.
- 2.17 To ensure that emergencies, accidents and incidents are responded to promptly and appropriately within Creative Support, CQC, HSE and local authority policy and reporting procedures.

- 2.18 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and the Council's safeguarding policies and procedures. To communicate any concerns regarding the safety or welfare of people we support to senior managers, family members and other appropriate agencies. To report concerns regarding vulnerable adults to the local authority, the Care Manager, and to the Area Manager/Service Director as well as to notify Head Office/Out of Hours Team. To put an immediate Safeguarding Protection Plan in place to ensure that vulnerable adults are safeguarded pending further follow-up with the local authority.
- 2.19 To contribute to capacity assessments and best interest processes alongside members of the multi-disciplinary team. Where restrictions are agreed as being in the best interests of the person supported to ensure that these are implemented, evaluated and regularly reviewed.
- 2.20 To ensure that staff carry out and record all financial transactions involving people we support within Creative Support guidelines. To ensure that people we support 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.
- 2.21 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for collection, storage and administration of medication within Creative Support policy and procedure. To report side effects or failure to take medication to the prescribing doctor and any other relevant authorities. To promote self-administration where this is agreed to be in the best interests of the person supported. To undertake regular medication compliance audits.

3. Management and Administration

- 3.1 To have accountability for the overall quality of Doncaster Personalised Services and ensure that they conform at all times with the service specification and the quality standards and expectations of the CQC, local authority commissioners and stakeholders.
- 3.2 To ensure that there are effective systems of audits in each service including audits of daily and weekly support records, medication records, incident, complaints and safeguarding concerns. To undertake audits and checks of these systems and to identify and implement any service improvements arising out of the audits.
- 3.3 To ensure that policies and regulations pertaining to fire, environmental health, lone working, 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 record and follow up accidents and incidents, take appropriate follow-up and preventative action and identify any learning arising from these. To ensure that staff undertake out daily and weekly health and safety checks in accordance with agency standards.
- 3.4 To encourage customer feedback, and suggestions for improving services and to promote a positive open culture to complaints. To ensure that complaints are fully investigated and proactively addressed and that timely and effective corrective and preventative actions are carried out.
- 3.5 To maintain effective administrative procedures and financial control systems in liaison with the Area Manager/Service Director and the Finance Department. To ensure that all matters

pertaining to finances are well managed within the framework of Creative Support's Policy and to monitor carefully all financial arrangements and transactions.

- 3.6 To help develop and participate in monitoring and evaluation procedures. To prepare for and contribute to the formal review and inspection of the service. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for people we supports. To ensure that all agreed quality assurance checks and processes are carried out and to ensure that CQC standards and requirements are met at all times.
- 3.7 To assist the Area Manager/ Senior Operations Manager and Service Director in the management of the service budget and to liaise with Creative Support's Financial Team. To ensure that petty cash and basic book-keeping procedures are maintained to the required standards.
- 3.8 To ensure that the accommodation and the general living and working environment is kept to a high standard and that all areas are attractive, clean, safe and well maintained. To ensure that repairs are promptly reported and followed up. To ensure that housing services are carried out to a high standard.
- 3.9 To ensure that the physical environment continues to safely and appropriately meet the needs and preferences of individuals. To advise on the need for improvements or adaptations where needed in liaising with appropriate professionals such as Occupational Therapists. To ensure that assistive technologies are used as creatively and fully as possible and that sensory and disability related needs are met.
- 3.10 To promote a positive and inclusive atmosphere in the service and in communal areas, encouraging people we support to treat each other with respect and consideration. To ensure that regular house meetings take place.

4. Joint Working

- 4.1 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with all professionals and external 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 people we support, carers and representatives in the management and development of the Service.
- 4.4 To promote Creative Support, its services and activities to people we support, carers, other agencies and the general public.
- 4.5 To deputise for the other Registered Managers as required, and to lead the services in their absence.
- 4.6 To take part in local, regional and agency-wide networks for promoting and developing good practice in areas such as Positive Behaviour Support, Transforming Care, and Health Promotion.

5. Other Duties

- 5.1 To promote Creative Support, its services and activities to people we support, carers, other agencies, and the general public. To contribute to the wider business development and positive reputation of Creative Support.
- 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 service and the philosophy and ethos of Creative Support.
- 5.4 To ensure that you and other staff, volunteers and students on placement comply with the following:
- Health and Safety policies
 - Equal Opportunities Policies
 - 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 Care Act 2014
 - All Creative Support policies, procedures and guidelines for best practice
- 5.5 There is a requirement to support people with daily living skills and individual activities which may include moving and handling and personal care.
- 5.6 You will be required to work flexibly and this will include some weekends and evenings and this may include Bank Holidays. You will be required to carry out on-call duties.
- 5.8 To identify own training needs in discussion with line manager and attend training events and courses as required.
- 5.9 Any other duties as required.

PERSON SPECIFICATION – REGISTERED SERVICE MANAGER

Doncaster Personalised Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least three years relevant experience of supporting people with learning disabilities and/or autistic spectrum conditions.	Application & Interview	Essential
2	At least two years' experience of managing and supervising staff.	Application & Interview	Essential
3	A relevant professional or practice related qualification (such as NVQ/H&SC Diploma level 5). Or willingness to work towards a Level 5 qualification.	Application & Interview	Essential
5	Emotionally intelligent with a warm, positive and person-centred approach and the ability to build trusting relationships with people we support, their families, staff and partner agencies.	Interview	Essential
6	A demonstrable commitment to person-centred values and the ability to maintain an open, reflective and accountable culture underpinned by ethical practice, dignity and rights.	Interview	Essential
7	An understanding of the needs of people with a learning disability, autistic spectrum conditions and other needs.	Application & Interview	Essential
8	Knowledge of CQC requirements and care standards and the ability to embed these standard, agency policies and person-centred values across all services.	Application & Interview	Essential
9	An understanding of the principles of person-centred active support and person centred practice.	Application & Interview	Essential
10	Knowledge of relevant legal and good practice frameworks (MCA, DOLS, MHA etc.) and ability to apply these to supported living.	Application & Interview	Essential
11	A commitment to open, ethical and accountable practice. A strong personal duty of care and work ethic and a willingness to go the extra mile to achieve positive outcomes for the people we support.	Interview	Essential
12	An understanding of positive risk management and effective safeguarding practice.	Application & Interview	Essential
13	Ability to lead, motivate, supervise and support staff and to coach and train staff and students on placement.	Application & Interview	Essential
14	Ability to deploy staff effectively according to the needs of service and people we support to devise efficient staff rotas maintaining a personalised accurate use of commissioned hours.	Application & Interview	Essential
15	Ability to set and communicate targets for staff and delegate effectively.	Interview	Essential
16	Experience of managing supported accommodation or other care environments to a high standard of safety and comfort.	Application & Interview	Desirable
17	Good written communication skills with the ability to write professional case summaries and reports and demonstrate excellent assessment and support planning skills.	Application & Interview	Essential
18	Emotionally intelligent and resilient with good interpersonal skills, including the ability to communicate persuasively and effectively and to actively listen to others and respect their views.	Interview	Essential
20	A good knowledge of mental and physical health conditions and the ability to develop Health Action Plans and specific health protocols.	Application & Interview	Essential
21	Experience of managing successful transitions from and into services.	Application & Interview	Essential

22	Ability to facilitate and contribute to Person Centred Planning and review processes and to formulate SMART goals.	Application & Interview	Essential
23	Knowledge of QA approaches and experience of auditing support records, reviewing and evaluating practice and service delivery.	Application & Interview	Essential
24	Good organisational skills with the ability to organise own workload effectively and to work independently.	Interview	Essential
25	Ability to liaise professionally and collaboratively with families, the multi-disciplinary team and external agencies and to build positive community links and connections for people we support.	Application & Interview	Essential
26	Commitment to anti-discriminatory practice and to providing services which respect the rights and needs of all individuals	Interview	Essential
27	Possession of good physical health and sufficient mobility to undertake moving and handling tasks as required	Interview	Essential
28	Possession of a current, clean driving licence willingness to drive across the area as the registration is on multiple sites	Application & Interview	Essential
29	Willingness to work flexibly to meet the needs of the service, including evenings and weekends as required	Interview	Essential
30	Willingness to be part of the local on call and Duty Manager service on a rota	Interview	Essential

TERMS AND CONDITIONS – REGISTERED SERVICE MANAGER

Doncaster Supported Living Services

Salary:	Up to £17.48 per hour	
	Point One:	£16.47 per hour
	Point Two:	£16.91
	Point Three:	£17.48 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>		

On-Call Rota:

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

Hours of Work:

37.5 hours per week, to be worked flexibly to include some evenings and weekends, according to the needs of the service. This will include taking part in local on call responsibility.

DBS Checks:

Employment will be subject to enhanced Disclosure and Barring Service checks.

Holidays:

20 days per annum plus eight statutory days pro-rata.

Probationary Period:

The first four months will constitute a probationary period. On successful completion, 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 the criteria below:

- Creative Support do pay Statutory Sickness Pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees will receive Company Sick Pay benefits as detailed above but pro rata to actual hours worked each week.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave up to 5 days per annum

Hospital Saturday Fund:

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There are a choice of packages offering different levels of service. Membership is entirely voluntary.

Staff Benefits Scheme:

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at theme parks, shops, restaurants and various on-line stores.

Christmas and New Year Bank Holidays

An enhancement at double time is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

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.

Care Certificate:

All employees will be required to undertake and complete the Care Certificate.

Birthday Holiday Bonus:

You are entitled to one additional day (pro rata for part time employees) of paid 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.

Employee Assistance Service:

This is a completely free service provided on our behalf by Health Assured, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free telephone and online counselling service which is accessible 24 hours a day, 7 days a week. Face to face counselling sessions can be arranged when required. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support. The service is available to you and members of your immediate household.

Payroll Giving:

This is a tax efficient way of donating from your pay on a regular basis to any registered charities.

Achieve Q Staff Awards:

We recognise our 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:

A £100 retirement award is available on retirement to 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 £200 worth of vouchers.

Welcome Back Grant:

Employees who return to the organisation at least three months after resigning from their previous post will be awarded £200.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone and laptop 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.

Use of Car for Business Purposes:

A mileage allowance is payable for the use of an employee's car for our business purposes upon receipt of authorised claim forms. If you use your car for business purposes you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection prior to using your car for our business purposes.