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Project Manager

Liverpool Services

Reference: 90608

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 such as a CV, however we cannot accept a CV in lieu of a completed application.

Closing Date: 16 September 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 very much looking forward to receiving a completed application from you.

Yours Faithfully

Recruitment Department

Please note that all employees are required to complete an enhanced DBS check.

INVESTORS IN PEOPLE®
We invest in people Gold



Stonehall DIVERSITY CHAMPION



JOB DESCRIPTION – PROJECT MANAGER

Liverpool Mental Health Service

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

Responsible to: Service Manager and other senior colleagues

The Role:

- 1.1 Assist the Service Manager in the operational management of a high quality support service for people with Mental Health, Complex Needs, Learning Disabilities and/or ASD.
- 1.2 Coordinating the delivery of a person centred recovery and rehabilitation service.
- 1.3 Deployment of staff to meet individual needs and preferences within available resources .
- 1.4 Supervision, coaching, performance management and support of staff, volunteers and students on placement.
- 1.5 Responding to referrals and undertaking initial assessments of need.
- 1.6 Ensuring all service users have a co-produced plan of support and a designated Key Worker.
- 1.7 To ensure that service users receive individualised person centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and to develop their abilities as fully as possible.
- 1.8 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.
- 1.9 Working closely with local multi-disciplinary teams and community based agencies to provide holistic, wrap-around support.
- 1.10 Maintaining high standards of environmental safety/quality and ensuring a welcoming, inclusive atmosphere.
- 1.11 Facilitate service user engagement, involvement and peer support.

Care and Support of Service Users:

- 2.1 Develop warm, trusting relationships with service users to encourage them to express their needs, views, and concerns.
- 2.2 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.
- 2.3 Advise and support service users in developing life skills and maintaining the safety, hygiene, and comfort of their home.

- 2.4 Support service users to maintain their personal care as independently as possible and provide direct assistance when required.
- 2.5 Promote service users' self-esteem and empower them to express their preferences and make choices and decisions.
- 2.6 Collaborate with service users to develop support plans. Develop crisis/relapse management plans/advanced directives with the service user and multi-disciplinary team.
- 2.7 Where appropriate, encourage service users to involve their families and partners in their support plan to support their recovery.
- 2.8 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.
- 2.9 Support service users who have additional needs due to substance misuse through appropriate advice, support, and signposting. Collaborate with Drug & Alcohol agencies to ensure progress towards goals e.g. harm reduction, abstinence.
- 2.10 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 Manager, RMO or Social Supervisor to effectively manage risk/compliance.
- 2.11 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.
- 2.12 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.
- 2.13 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.
- 2.14 Enable service users to participate in their communities, to enjoy the rights and responsibilities of citizenship, and to access legal advice and independent advocacy.
- 2.15 Encourage service users to take as much responsibility as possible for the management of their physical and mental wellbeing and to access relevant services.
- 2.16 Assist in monitoring service users' mental health and general wellbeing and involved professionals of concerns or changes in needs and circumstances.
- 2.17 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.

- 2.18 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, Area Manager, Service Director, and the Duty/On Call Manager.
- 2.19 Support service users to reduce risks to themselves and others in line with risk management plans, with these being in place for each individual supported. Work within a positive risk management approach whilst upholding your Duty of Care. Work with involved professionals to take a consistent approach to risk.
- 2.20 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.
- 2.21 Promote anti-discriminatory practice.
- 2.22 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.

Service Management:

- 3.1 You will be responsible for the operational management and quality of the service. You are expected to perform the role of Project Manager in line with the company Quality Assurance standards. You are expected to collaborate with the Local authority and other stakeholders. You will ensure that Company Quality Assurance standards are met and the highest level of customer service is provided.
- 3.2 To have a clear vision for the provision of mental health services consistent with the philosophy of the agency. To articulate and reinforce this vision, ensuring that it is embedded in actual practice. To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.
- 3.3 Promote effective joint working with partner agencies and ensure that service objectives are achieved. Ensure that excellent communication is maintained.
- 3.4 Facilitate the involvement of service users and the informal support network in developing, planning, and evaluating the service.
- 3.5 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.
- 3.6 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.
- 3.7 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.

- 3.8 Assist the Service Manager and Service Director 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.
- 3.9 Ensure service user finances are managed following Creative Support policies and monitor all financial arrangements and transactions.
- 3.10 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.

Staff Management:

- 4.1 Manage staff to ensure the highest levels of performance and standards of work are achieved
- 4.2 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
- 4.3 Ensure that staff resources are used carefully and optimally. Co-ordinate staff efficiently and flexibly to meet identified needs and plan rotas fairly and at least 4 weeks in advance. Ensure the rota considers planned activities and preferences of clients, as well as new needs and unplanned requirements. Endeavour to provide clients with care and support from a familiar and consistent staff team.
- 4.4 Ensure that staff practice in a safe, competent, and person centred manner and follow all Creative Support guidelines and procedures.
- 4.5 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 requirements. Ensure that staff records are up to date and ready for inspection by senior managers.
- 4.6 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. Plan and deliver staff training and development activities. Ensure that staff training records and matrices are up to date and ready for inspection at all times.
- 4.7 Maintain sufficient contracted and relief staff to meet assessed needs of clients and the contract specification and to avoid using agency staff. Proactively identify the need for recruitment and organise recruitment and selection of staff and volunteers, under direction of the Area Manager/Service Director. Ensure that clients and families are involved in recruitment and selection.

- 4.8 Promote and nurture best practice and brief staff regarding policy and practice issues. Ensure effective internal communication. Organise regular team meetings for staff and promote active participation in discussions.
- 4.9 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.

General Duties:

- 5.1 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.
- 5.2 Accept support, supervision and guidance from senior colleagues.
- 5.3 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 5.4 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
 - All Creative Support policies, procedures and guidelines for best practice
- 5.5 Support service users with physical health and mobility needs as required in accordance with safe moving and handling guidelines.
- 5.6 Identify own training needs in discussion with line manager and attend training events and courses as required.
- 5.7 To take part in the Local Out of Hours On-Call Rota.
- 5.8 Any other duties as required.

JOB DESCRIPTION – PROJECT MANAGER
Liverpool Services

	QUALITIES REQUIRED	How Assessed	Essential / Desirable
1	At least two years' experience of supporting people with Mental Health Needs, Complex Needs, Learning Disabilities and/or ASD.	Application	Essential
2	At least one years' experience of supervising staff and managing a team.	Application	Essential
3	A relevant professional qualification (e.g., RMN, DipSW, BASW, NVQ IV).	Application & Interview	Desirable
4	Degree level academic qualifications /management qualifications	Application Form	Desirable
5	A warm, positive, and person-centred approach to people with Mental Health Needs, Complex Needs, Learning Disabilities and/or ASD.	Interview	Essential
6	Excellent written and verbal communication skills and ability to listen sensitively to others	Application & Interview	Essential
7	Collaborate with service users, carers, and involved professionals to provide a service which maximises outcomes	Interview	Essential
8	Liaise with involved professionals to provide a consistent and coordinated service	Interview	Essential
9	Supervise and support staff, and deploy staff resources effectively to meet the needs of the service	Application & Interview	Essential
10	An up-to-date understanding of, health and social care legislation, mental health legislation, services and interventions	Application & Interview	Essential
11	Conduct comprehensive support and risk assessments and devise support and risk management plans accordingly	Interview	Essential
12	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
13	Willingness to perform the role of Registered Manager under the Care Quality Commission registration	Application & Interview	Essential
14	Promote anti-discriminatory practice and provide a service that is welcoming to all service users	Interview	Essential
15	Willingness to work flexibly on a rota to meet the needs of the service, including evenings and weekends	Interview	Essential
16	Willingness to be part of the local on call service on a rota	Application & Interview	Essential
17	Car Owner/Driver as travel between different services is an essential aspect of this role	Application & Interview	Essential

JOB DESCRIPTION – PROJECT MANAGER

Liverpool Mental Health Service

Salary:	Up to £14.75 per hour	
	Point One:	£14.50 per hour / £28,275 pa
	Point Two:	£14.75 per hour / £28,762.50 pa
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. 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. Creative Support has a corporate commitment to enabling people with caring and family responsibilities to apply for senior roles, part time applicants will be considered for this role.

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.

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.

Level 2 or 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 or 3 Health and Social Care Diploma in a pathway appropriate to their role. If you hold NVQ 2 or 3 in health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake higher qualifications.

Birthday Holiday Bonus:

From your first day of employment you will be permanently 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. This bonus will only come into effect in the leave year after two full years' service. 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.

DBS Checks:

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

Probationary Period:

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

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 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 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.

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.

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 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.

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.