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Supported Living Manager

Reference: 88494

Telford Supported Living Service

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 30th November 2026

Once you have submitted your application form, please allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

We very much look forward to receiving a completed application from you.

Yours faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – SUPPORTED LIVING MANAGER
TELFORD SUPPORTED LIVING SERVICE

Hours: Full time, 37.5 hours per week. To be worked flexibly according to the needs of the service which may include evenings, weekends, and bank holidays

Responsible To: Service Manager

The Role:

The Supported Living Manager will have responsibility for the management and oversight of high quality, personalised supported living service delivery at our supported living service in Telford.

You will develop and coordinate a flexible and high-quality service for adults with learning disabilities and additional needs. You will supervise and manage a team of staff, providing person centred support to enable people to maintain their independence, experience improved wellbeing, and enjoy opportunities for personal development. You will ensure that all staff work in a positive, person centred and anti-discriminatory manner, ensuring the rights of service users are respected at all times.

You will be responsible for ensuring that the service is provided in accordance with the service specification and the service contract, and to comply with all monitoring and evaluation requirements. You'll demonstrate the quality and effectiveness of the service through seeking feedback from service users and stakeholders, collating positive outcomes and ensuring the quality of service delivery.

Main Duties

Provision of Care and Support:

1. To develop and deliver a high-quality supported living service which meets the assessed needs and desired outcomes of service users, building on their strengths and assets. To work closely with the partner housing provider to deliver safe, high quality supported accommodation which meets housing and support needs in an effective and joined up manner.

2. To communicate and reinforce the person-centred philosophy and recovery model of the service. To promote hope, resilience and openness to change. To ensure that staff understand, and are committed to the values and expected outcomes of the recovery service and the contract specification.

3. To ensure that staff and volunteers develop and sustain warm, trusting and respectful relationships with service users, offering unconditional positive regard and respecting their rights to privacy, confidentiality and self-determination. To promote the self-esteem, happiness, and welfare of the people we support at all times and to promote a strong 'duty of care' to vulnerable service users.

4. To provide a reliable and responsive 'core support' service, 7 days a week and to deliver planned individual care and support according to assessed needs and agreed individual care packages.

5. To ensure that service users people receive a skilled, responsive and effective service which enables them to achieve their desired recovery and personal development outcomes. To deliver support in ways which build confidence, resilience and self-esteem and maximise independence.

6. To maximise referrals and service utilisation and to work with the housing provider to ensure that the service enjoys a positive profile and reputation. To promote the service effectively to external referrers and agencies and to ensure that all referrals and enquiries are followed up efficiently in a helpful and professional manner.

7. To ensure that staff are very welcoming and provide excellent customer care. To arrange visits for referrers and prospective tenants to the service and ensure that literature describing the service and the referral process is widely circulated and kept up to date. To provide promotional materials in a range of accessible formats as required.

8. To undertake comprehensive referral assessments for people referred to the service, to make recommendations to the Assessment Panel and to contribute to allocation decisions.

9. To ensure that all prospective tenants and their families understand the offer and expectations of supported living, are aware of their obligation to pay rent and any care charges and are fully aware of the rights and responsibilities of being a tenant.

10. To develop personalised Transition Plans and work with the Housing Provider, referrer, the service user, their family, existing placements and other agencies to enable people to move successfully into the service.

11. To support people with all the practical aspects of moving into the service and setting up home including acquiring furniture, claiming benefits, arranging utility connections, making arrangements to pay their rent, bills and any care charges.

12. To ensure that an outcome-focused and person-centred recovery Support Plan is devised and co-produced in response to the identified needs, preferences and aspirations of individuals, building on their strengths, assets and community connections. To agree a personalised programme of support, interventions, and activities to meet these needs. To fully involve the service user and members of their support network in developing and co-producing their plan and agreeing short- and long-term SMART goals.

13. To ensure that individual plans are consistent with statutory assessments and care plans and to work with external professionals and agencies within the framework of the CPA and other relevant processes such as MAPPA and complex case panels. To ensure that additional needs relating to physical health, physical disabilities, learning disabilities, sensory and communication needs are identified, assessed and responded to as appropriate.

14. To ensure that an up-to-date risk assessment and positive risk management plan is in place for each service user and to ensure that staff are aware of and follow any risk management guidelines. To assertively involve relevant professionals and agencies in developing robust risk management plans.

15. To promote a philosophy of responsible but positive risk management which enables service users to enjoy opportunities for personal development and to manage their own safety as far as

possible. To support service users to become aware of the impact and consequences of risk behaviours and anti-social behaviour for themselves and others.

16. To ensure that each tenant is allocated a Key Worker to co-ordinate the implementation of their Support Plan, taking account of gender preferences and other requirements.

17. To ensure that one-to-one goal planning and personalised recovery support is planned and delivered at regular intervals according to service user needs and preferences and to maximise positive engagement with the service and the achievement of desired outcomes.

18. To ensure that service users receive a responsive and effective service which enables them to achieve their desired recovery and personal development outcomes. To deliver support in ways which build confidence, resilience and self-esteem and maximise independence. To provide 'just enough' support to promote skills development so as to avoid dependency on paid staff.

19. To empower and support people to express their views and concerns and to participate as fully as possible in planning and review processes. To develop communication and consultation methods tailored to individual needs and to ensure that service users have a voice in service development and delivery.

20. To work with service users to co-produce Wellness Recovery Action Plans (WRAPs) which promote the use of personalised coping strategies and wellness tools to self-manage their mental health and prevent the use of in-patient and crisis services. To develop Relapse Management and Crisis Plans as required, involving other professionals and agencies.

21. To support service users to maintain their home in a clean, safe and comfortable manner, to report repairs to their landlord and to personalise their apartments in accordance with their preferences. To encourage service users to be "good neighbours" to other tenants and abide by the scheme rota.

22. To work with services to develop daily living skills and to become as independent as possible in all activities of daily living, including cleaning, laundry, shopping, cooking, and household management.

23. To enable people to express their sense of self and personal identity, to develop friendships and build their social and informal support networks. To promote a warm and positive approach to the friends and families of service users. To involve families and significant others in the lives of service users and in planning and reviewing individual support, where this is in accordance with service user preferences.

24. To support service users to develop fulfilling lifestyles and to engage in a varied range of culturally and age-appropriate experiences, building on their strengths, interests and aspirations. To promote access to education, vocational training, skill building and volunteering and to develop the confidence to pursue paid employment.

25. To ensure that service users are enabled to manage their personal finances as independently as possible, whilst being protected from abuse. To ensure that tenants obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.

26. To work within the framework of the MCA and DoLs/Liberty Protection Safeguards and to ensure that care and support is provided in the most empowering and least restrictive manner. To assist service users to make informed and responsible decisions regarding their own lives, whilst acknowledging that that individuals with capacity have the right to make unwise decisions. Where a service user may lack capacity in some area of decision making to undertake or refer for a capacity assessment and to follow best interest processes.

27. To ensure that person-centred recovery and tenancy reviews are carried out 6 weeks after moving into the service, after a further 3 months and then every 6 months or whenever needed. To use the review process to evaluate progress, agree new goals and to adjust planned support as people become more independent and have built up informal support networks and community links. To seek re-assessments of care needs and reductions in care packages where appropriate.

28. To ensure that service users receive advice and support to improve their physical health and wellbeing. To promote the self-management of long-term conditions (such as epilepsy, diabetes and other conditions). To promote good nutrition, relaxation, exercise, smoking cessation and an active, healthy lifestyle.

29. To ensure all tenants are registered with a GP and to promote attendance at health appointments including regular optical, dental and other health checks appropriate to age, gender and individual needs. To promote the right to access high quality primary and specialist health care services.

30. To ensure that staff observe service users' mental health and physical well-being and inform other agencies/professionals of any concerns or significant changes in needs, risks, welfare and circumstances.

31. To provide service users with assistance and support to take prescribed medication, through prompting and encouragement and to enable progress to self-management of medication. To ensure that the storage, administration and recording of medication is undertaken in accordance with agency policies.

32. To ensure that vulnerable adults and children are safeguarded from harm. To ensure that all staff, volunteers, and students on placement comply with Creative Support and Leicestershire County Council's Safeguarding Policy and Procedures. To report immediately any concerns regarding vulnerable adults or children to the Line Manager, Duty/On Call Manager, the local authority and CQC (if the service user receives regulated care).

33. To ensure that person-centred recovery and tenancy reviews are carried out 6 weeks after moving into the service, after a further 3 months and then every 6 months or whenever needed. To use the review process to evaluate progress, agree new goals and to adjust planned support as people become more independent and have built up informal support networks and community links. To seek re-assessments of care needs and reductions in care packages where appropriate.

34. To support service users to move on from the service as they grow in independence and can sustain a tenancy without support or with community support. To provide short term support

and follow up on moving on from the service to ensure that recovery and independence is sustained. To signpost to other agencies as required.

Management of Staff:

1. To ensure that there are sufficient skilled permanent and relief staff to deliver the service in accordance with the specification for the core service and to deliver individual care packages. To recruit new staff as vacancies/needs arise with the involvement of service users. To maintain a diverse staff team which can meet gender preferences and provide culturally sensitive services.

2. To ensure that staff resources are deployed efficiently, effectively and safely across a 24 hour/7-day rota and that there are no 'gaps' in provision. To plan rotas in advance and to allocate staff working time and shifts fairly.

3. To ensure that staff record their working time accurately, complete and submit timesheets and carry
4. out any financial transactions within agency guidelines.

5. To ensure that staff training needs are identified and met, and that all training undertaken is recorded within supervision files and the training matrix. To induct new staff and agency staff thoroughly, ensuring that they are aware of service user preferences, needs and risks and are familiar with all essential operational policies, reporting and safety requirements.

6. To manage the performance of staff by providing supervision, coaching, direct observations of practice and periodic appraisals. To ensure that staff maintain consistent therapeutic optimism and aspiration for the people they support. To encourage solution-focussed, reflective and accountable practice.

7. To ensure that all staff practice in an effective, competent and person-centred, recovery focused manner, and follow all guidelines for the provision of support and the running of service including health & safety, management of finances, medication, professional boundaries, duty of care and safeguarding.

8. To ensure that staff maintain up-to-date electronic and paper client records and individual case files in the prescribed format and that all reviews and meetings are minuted and recorded. To ensure that records are completed to a high standard and that confidentiality and data protection is observed at all times. To ensure that progress is captured and celebrated.

9. To organise monthly or more frequent team meetings and to ensure that staff are well-briefed in all matters relating to policy, good practice, contract delivery and agency requirements. To promote the full attendance and active participation of all staff (including part-time, relief staff and volunteers in these meetings.

General Administration, Health & Safety and Quality Assurance:

1. To be accountable for the overall quality of the service and to ensure that it conforms at all times with the service specification and the quality standards and expectations of Creative Support, local authority commissioners and stakeholders.

2. To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.

3. To develop and maintain positive relationships with partner agencies and professionals and to contribute to wider strategic objectives through effective joint working. To promote a culture of collaborative working and to sustain productive and mutually respectful partnerships with the Housing Provider and other stakeholders.

4. To ensure the service complies with the Care Quality Commission (CQC) Key Lines of Enquiry standards (KLOES: Safe, Caring, Effective, Responsive and Well-led). To liaise with the Registered Manager regarding all regulated care provision and undertake the CQC registration should this be required.

5. To ensure that the communal area and physical environment is maintained in a clean, hygienic, welcoming and safe manner. To report all maintenance issues and concerns to the partner Housing Provider and ensure that these are followed up.

6. To ensure that safe lone-working protocols are followed and to be aware of staff whereabouts at all times. To ensure that policies and procedures pertaining to security, fire safety, food safety, environmental health infection control and the prevention of accidents are understood and adhered to by staff, service users and visitors.

7. To organise safety inspections, fire alarm testing and fire drills as required and to meet all the fire safety and other health & safety requirements of the Housing Provider and Creative Support, ensuring that the H&S File and safety records are kept up to date.

8. To report and manage accidents, incidents and emergencies in accordance with Creative Support and Leicestershire County Council procedures.

9. To carry out periodic flat inspections in line with Creative Support and Housing Provider policies and the requirements of the tenancy agreement.

10. To provide excellent internal and external customer care. To respond promptly and professionally to all enquiries and to reply efficiently to emails and written requests for information.

11. To ensure that the people we support and stakeholders are aware of the Complaints Policy and are enabled to make complaints and suggestions. To acknowledge, record, and proactively follow up all complaints, concerns, compliments and suggestions from service users, their families, partner agencies and stakeholders. To ensure that service users have access to independent sources of advice, advocacy, and representation, as required.

12. To help develop and participate in monitoring and evaluation processes. To prepare for and contribute in the formal review of the service at regular intervals. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation

of outcomes for clients. To ensure that any quality assurance processes are fully implemented.

13. To ensure that all matters pertaining to client finances are strictly managed within the parameters of Creative Support's Policy '*Client Financial Procedures'* and to monitor carefully all financial arrangements and transactions.

14. To assist the Area Manager/Director in the effective management of the service budget and to ensure that the service is delivered at all times in accordance with commissioned care packages and support hours. To ensure that petty cash and other aspects of scheme finances are maintained to the required standards.

15. To ensure that the on-site office accommodation and the working environment is well organised and maintained in an attractive, clean, tidy and efficient manner. To ensure that the storage of records and personal data are stored securely and confidentially.

Other Duties

1. To provide your planned whereabouts in advance of the week to your line manager and to submit accurate timesheets weekly. To complete the specified on and off rota time as determined by the service budget

2. To provide regular verbal and written reports and service data as required.

3. To accept support, supervision and guidance from line managers and other senior managers.

4. To carry out all work in a manner consistent with the values and person-centred ethos of Creative Support

5. To comply with and to implement our Equal Opportunities.

6. To maintain confidentiality and data protection at all times, in accordance with the agreed policies.
7. To identify training needs in discussion with your line manager and to attend training events and courses as required.

8. To observe policies, procedures and guidelines for good practice agreed by Creative Support and partner agencies and to work in accordance with

9. Due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling and may involve supporting people with personal care needs.

10. Any other duties as required.

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
2.	At least on year of experience with managing/supervising staff and managing or co-ordinating the delivery of care and support.	Application & Interview	Essential
3.	A relevant health or social care qualification or degree.	Application	Desirable
4.	Ability to promote and embed positive person-centred values and a culture of recovery, independence and positive risk management.	Application & Interview	Essential
5.	Ability to manage the effective delivery of the contract and to ensure that expected quality standards and outcomes are met.	Application & Interview	Essential
6.	A commitment to equality, inclusion, dignity, human rights and unconditional positive regard for all.	Interview	Essential
7.	The ability to build positive, trusting relationships with service users, their families, professionals and partner agencies.	Interview	Essential
8.	Excellent written communication, needs & risk assessment, support planning and report writing skills.	Application & Interview	Essential
9.	Competent in the use of IT with the ability to collect/analyse data and to contribute to electronic records.	Application & Interview	Essential
10.	Warm and emotionally intelligent, with good interpersonal skills and the ability to reflect on practice.	Application & Interview	Essential
11.	An understanding of recovery principles and methods and a good knowledge of learning disabilities, mental health, and autism, including helpful interventions, evidence-based good practice, legislation and policy.	Application & Interview	Essential
12.	Skills in promoting independence, tenancy sustainment and positive risk management.	Application & Interview	Essential
13.	An understanding of trauma informed approaches and psychologically informed environments is desirable.	Application & Interview	Desirable
14.	An imaginative and 'can do' attitude with the ability to develop the service through co-production and creative approaches to service delivery, including use of technology, peer support and volunteers.	Application & Interview	Essential
15.	A good knowledge of the roles and responsibilities of mental health professionals/agencies and the ability to work effectively with multidisciplinary teams within the CPA and other planning processes.	Application & Interview	Essential
16.	The ability to promote the service effectively to service users and professionals and to maximise referrals and service utilisation.	Application & Interview	Essential
17.	Ability to lead, manage & supervise staff assertively to ensure effective and productive team working, high standards of practice and positive outcomes for service users.	Interview	Essential

18.	Good organisational skills with the ability to plan ahead, prioritise & manage a busy workload, delegate effectively and meet deadlines.	Interview	Essential
19.	Ability to work positively with external agencies and gain the confidence and trust of service users, families and stakeholders.	Application & Interview	Essential
20.	Applicants must enjoy good health, demonstrate resilience and be able to reliably carry out the responsibilities of the post.	Interview	Essential

TERMS AND CONDITIONS – SUPPORTED LIVING MANAGER

TELFORD SUPPORTED LIVING SERVICE

Salary:	**Up to £31,278.00 per annum**	
	Point One:	£29,055.00 per annum *(£14.90 per hour)*
	Point Two:	£29,601.00 per annum *(£15.18 per hour)*
	Point Three:	£30,166.50 per annum *(£15.47 per hour)*
	Point Four:	£30,732.00 per annum *(£15.76 per hour)*
	Point Five:	£31,278.00 per annum *(£16.04 per hour)*
Please Note: *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.*		

Hours of Work:

Full time hours are 37.5 hours per week. Hours to be worked flexibly according to the needs of the service, including weekends, evenings and public holidays.

Holidays:

25 days per annum plus eight statutory days. Annual leave is pro-rata if part-time.

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.

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:

After two years of continuous service, 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.

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 pays 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 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 number of uniforms that are provided will be dependent on your hours worked.

Company Mobile Phone and Laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.