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Registered Manager

Reference: 96154

Witham, Essex

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: 15 December 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 are very much looking forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

JOB DESCRIPTION – REGISTERED MANAGER

Witham, Essex Service

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

Responsible to: Area Manager

Summary of the Role and Our Expectations:

The Registered Manager will lead the operational management of a specialist registered care home located in Witham. The service has been developed to meet the needs of people who have a learning disability and/or physical disability support needs, including epilepsy and dysphagia.

The service supports 18 people in three separate bungalows. The accommodation has been carefully designed to meet the 24-hour needs of individuals with a range of needs and special requirements and are equipped with a range of specialist equipment. **The service is rated as Good by CQC.**

All tenants receive well planned, personalised support to enable them to become more confident and independent. The care provided includes aspects of intimate personal care, medication administration including epilepsy rescue medication, moving and handling and support with eating and drinking.

The Registered Manager will ensure that the service is of the highest quality, meeting all CQC standards and contract requirements and that this can be demonstrated through comprehensive quality and contract monitoring processes. You will ensure that the service works in a cohesive and coordinated manner and that service users experience fully integrated care, support and housing. You will ensure that the care and support delivered is truly personalised and provided in accordance with agreed care plans, enabling service users to enjoy wellbeing, quality of life and community connections.

You will ensure that the care and support delivered is truly personalised and provided in accordance with agreed care plans, enabling service users to enjoy wellbeing, quality of life and community connections. You will promote and re-enforce a culture of responsive, person-centered practice and active support across the service, with relationships based on respect and unconditional positive regard. Your rewarding role will include responsibility for:

- Recruitment and selection of staff matched to needs of service users
- Management and deployment of staff to meet the needs of service users
- Team building and maintaining a highly motivated workforce
- Ensuring continuous, reliable and consistent service delivery at all times
- Meeting assessed needs and maximising positive outcomes
- Performance management
- Compliance with CQC & commissioner expectations and standards
- Effective contract management
- Effective prevention and management of incidents
- Positive risk management
- Staff support, supervision, coaching and training
- Excellent customer care for all stakeholders

Staff Management:

1.1 To ensure that staff resources are deployed efficiently, safely and effectively in accordance with identified needs, risks and individual support plans.

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. To support staff to maintain appropriate professional boundaries.

1.3 To ensure that staff develop and sustain warm and trusting relationships with service users promote their self-esteem, happiness and emotional health. To promote a high level of commitment and duty of care to service users along with unconditional positive regard for each person supported.

1.4 To ensure that all staff receive support, reflective supervision and appraisal. To take appropriate support and corrective action to ensure that performance concerns are addressed proactively. To identify, reinforce and positively acknowledge good practice.

1.5 To ensure staff are debriefed and supported following an incident, and that any learning or changes to practice are identified and implemented with support from the senior team. To promote the emotional safety, wellbeing and resilience of staff.

1.6 To act as a role model providing skilled direct care and support to service users. To guide and coach individual staff members and teams to follow support plans, agreed approaches and personalised coping strategies. To carry out and record direct observations of practice to ensure that staff are caring, respectful, empowering and competent in their practice.

1.7 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.

1.8 To organise weekly senior staff meetings and ensure that these are used effectively to develop and improve the service and to foster cohesive team working. To communicate agency policies and initiatives to staff and to brief staff regarding wider policy and practice issues.

1.9 To organise and manage the personalised recruitment and selection of staff, matched to the needs of service users, ensuring a high level of service user and family participation in the selection process.

1.10 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) service user needs/risks, support and activity plans, PBS plans and guidelines, 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 leader 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.

Care and Support of Service Users:

2.1 To ensure that staff encourage and support service users to express their needs, views and concerns and enable service users 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 support service users to access independent advocacy and advice.

2.3 To ensure that a holistic assessment of need is competently undertaken for each service user prior to moving into the service and to review and update this on a regular basis. To ensure that all service users have Individual Support Plans/PCP's which meet their identified needs. To monitor the content, implementation and effectiveness of plans. To ensure that all service users have a key worker and co-worker.

2.4 To ensure that a comprehensive risk assessment is undertaken in relation to each service user's history, current needs and activities. To devise risk management plans to reduce and manage identified risks. To promote a culture of positive and robust risk management. To undertake a new risk assessment when there is a change in the individuals risk profile.

2.5 To promote the positive use of relationship based security to reduce and manage risk and to utilise an understanding of attachment theory and psychologically informed environments.

2.6 To develop and review specialist health plans, including but not limited to Epilepsy, Dysphagia, PBS (positive behaviour support) and Falls, making sure that these are understood and adhered to by all staff and agreed by the person's MDT.

2.7 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 PCP reviews take place within 6 weeks of a service user moving into the service and at six monthly intervals thereafter. To ensure that reviews are inclusive, 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 aspirational goals are agreed and that short & longer-term plans are developed and implemented to achieve these.

2.8 To ensure that the communication needs of service users 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, PECs, visual planners and communication boards). To encourage the creative use of assistive and personalised technologies to promote communication and active engagement.

2.9 To ensure that service users 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 service user has an identified Key Worker to co-ordinate their care and support.

2.10 To ensure that service users 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.

2.11 To ensure that service users 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. To encourage staff to promote service user confidence, independence, and competence in all areas of daily living by utilising active support principles, life skills training and personalised coping strategies.

2.12 To work with service users and their Circle of Support 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 service users active enjoyment and participation in activities.

2.13 To ensure service users receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To ensure that service users receive health-related advice, support and regular primary healthcare checks. To promote the physical and mental wellbeing of service users 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 service users. To involve families and significant others in the planning of transitions and individual support, where this is in accordance with service user preferences.

2.15 To encourage staff to promote service user 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 service users' mental and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, risk profile, 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 clients to Care 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 service users within agency guidelines. To ensure that service users 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 with agency guidelines. To report side effects or failure to take medication to the prescribing doctor. To promote self-administration where this is agreed to be in the best interests of the person supported. To undertake regular medication compliance audits.

Management and Administration:

3.1 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 the CQC, local authority/health commissioners and stakeholders.

3.2 To ensure that there are effective systems of audits in each bungalow including but limited to, H&S, Medication, Finance, Food Hygiene, Incidents Complaints and Safeguarding concerns and implement any service improvements arising out of the audits.

3.3 To ensure that policies and regulations pertaining to fire, environmental health, food hygiene, assistive technology, lifting equipment 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 attitude 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 client finances are well managed within the framework of Creative Support's Policy '*Client Financial Procedures'* and to monitor carefully all financial arrangements and transactions.

3.6 To develop and participate in monitoring and evaluation procedures. To prepare for and lead internal/external reviews and inspections of the service. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for service users. 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/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 repairs are promptly reported and followed up and 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 service users to treat each other with respect and consideration. To ensure that regular tenants meetings take place.

3.11 To participate in the Essex wide on-call rota.

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 service users, carers and representatives in the management and development of the Service.

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

4.5 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 and Provider forums.

Other Duties:

5.1 To promote Creative Support, its services and activities to clients, 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 service users with daily living skills and individual activities which may include moving and handling.

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 and Duty Manager 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 MANAGER

Witham, Essex Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least three years relevant experience of supporting people with learning disabilities conditions	Application & Interview	Essential
2	Experience of working with people who have physical disabilities and/or experience of supporting people who have epilepsy or dysphagia.	Application & Interview	Essential
3	An understanding of Positive Behaviour Support principles and approaches.	Application & Interview	Essential
4	An understanding of mental health needs and interventions.	Application & Interview	Essential
5	At least two years' experience of managing and supervising staff.	Application & Interview	Essential
6	A relevant professional or practice related qualification (such as Nursing/Social Work, psychology or NVQ/H&SC Diploma level 4/5).	Application & Interview	Essential
7	A degree/post-graduate or equivalent academic qualification.	Application & Interview	Desirable
8	Emotionally intelligent with a warm, positive and person-centred approach and the ability to build trusting relationships with service users, their families, staff and partner agencies.	Interview	Essential
9	A commitment to person-centred values, ethical practice and the ability to maintain an open, reflective and accountable culture.	Interview	Essential
10	An understanding of the needs of people with a learning disability, autistic spectrum conditions and other needs.	Application & Interview	Essential
11	Understanding of CQC care standards and the ability to embed agency policies, standards and person-centred values.	Application & Interview	Essential
12	An understanding of the principles of person-centred active support and person centred practice.	Application & Interview	Essential
13	Knowledge of the CQC and local authority regulations as they relate to registered care homes,	Application & Interview	Essential
14	Knowledge of relevant legal and good practice frameworks (MCA, DOLS, MHA, and CPA)	Application & Interview	Essential
15	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
16	Experience of robust risk management and an understanding of positive risk management approaches.	Application & Interview	Essential
17	Ability to lead, motivate, supervise and support staff and to coach and train staff and students on placement.	Application & Interview	Essential
18	Ability to devise efficient staff rotas and deploy staff effectively according to the needs of services users.	Application & Interview	Essential
19	Ability to communicate targets for staff and delegate effectively.	Interview	Essential
20	Experience of managing supported accommodation or other care environments to a high standard of safety and comfort.	Application & Interview	Essential
21	Good written communication skills, with the ability to write professional reports and correspondence.	Application & Interview	Essential
22	Excellent assessment and support planning skills.	Application & Interview	Essential
23	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

24	A good knowledge of mental and physical health conditions and the ability to develop Health Action Plans and specific health protocols.	Application & Interview	Essential
25	Experience of managing successful transitions from and into services.	Application & Interview	Essential
26	Ability to facilitate and contribute to Person Centred Planning and review processes and to formulate SMART goals.	Application & Interview	Essential
27	Knowledge of QA approaches and experience of auditing care records, reviewing and evaluating practice and service delivery.	Application & Interview	Essential
28	Good organisational skills with the ability to organise own workload effectively and to work independently.	Interview	Essential
29	Ability to liaise professionally and collaboratively with families, the multi-disciplinary team and external agencies and to build positive community links and connections for service users.	Application & Interview	Essential
30	Commitment to anti-discriminatory practice and to providing services which respect the rights and needs of all individuals.	Interview	Essential
31	Possession of good physical health and sufficient mobility to undertake moving and handling tasks as required.	Interview	Essential
32	Willingness to work flexibly to meet the needs of the service, including evenings and weekends as required.	Interview	Essential
33	Willingness to be part of the local on call and Duty Manager service on a rota.	Interview	Essential

TERMS AND CONDITIONS – REGISTERED MANAGER

Witham, Essex Service

Salary:	**Up to £50,000 per annum**	
	Point One:	£46,000 per annum
	Point Two	£48,000 per annum
	Point Three:	£50,000 per annum
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 (Up to 37.5 hours per week) including weekends and public holidays (as needed) to be worked according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid. It may be necessary to work occasional sleep-ins.

Holidays:

25 days per annum plus eight 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.

Birthday Holiday Bonus:

You will be 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.

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

- Creative Support **do pay** SSP 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 on 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 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.