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Project Manager

Reference: 97106

Birmingham MH & Wellbeing 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: 26 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 are very much looking forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – PROJECT MANAGER
Birmingham MH & Wellbeing Service

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

Responsible To: Service Manager, Service Director and other senior colleagues.

The Role:
You will be responsible for the day-to-day running of a vibrant programme of recovery and wellbeing support for people with severe and enduring mental health problems; provided through one-to-one goal planning, personalised interventions, recovery college sessions, peer support and co-produced social groups. This role is responsible for both Hub based support as well as community delivery by a dedicated team of Recovery Navigators and volunteers. You will ensure that the Hubs and community sessions offer a welcoming and inclusive atmosphere and that staff are skilled in promoting recovery and positive engagement. You will supervise and support our staff to provide a responsive, safe and person-centred service. You will have direct line management responsibility.

You will ensure that a high quality, outcome focussed service is provided at all times in accordance with the contract specification and service user feedback. You will assist in leading the service so that it is fully integrated with our colleagues at Birmingham Mind and with local IPS/Employment Specialists. As a Project Manager, you will work in partnership with stakeholders and community resources to maximise referrals, access and service utilisation

You will work across the Service to ensure that referrals and assessments are managed within appropriate timeframes to promote positive engagement in the service. Ensuring that recovery plans and risk assessments are reviewed in a timely manner, guaranteeing effective caseload management systems operate across the service. Working with the Service Manager, you will ensure that individuals are enabled to make progress in their personal recovery journey and to attain goals relating to their mental health/wellbeing, quality of life and community connections.

Main Duties

1.1 To communicate and reinforce the person-centred philosophy and recovery model of the Mental Health Recovery 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, the contract specification and agreed KPIs.

1.2 To ensure that staff and volunteers promote a warm and trusting atmosphere at all times so that all service users and visitors are made to feel welcome and valued. To remain person centred and offer unconditional positive regard for everyone who access the service.

1.3 Work with the Service Manager, to support the development and delivery of a high-quality timetable of recovery college style sessions, meaningful activities and social groups which are co-produced with service users. To ensure that the recovery sessions support people to build on their strengths and make sense of their lived experiences, enabling people to take control, feel hopeful and become experts in their own recovery.

1.4 To involve sessional workers, volunteers and peer mentors in delivering the programme in order to maximise the variety and availability of sessions. To ensure that these are delivered across the Hubs and a range of community locations. To regularly review the take up of sessions and the satisfaction and meaningful engagement of service users in the sessions.

1.5 To lead the process of co-ordinating all referrals for the service. To ensure that each person accepted by the service is allocated a Recovery Navigator to devise and co-ordinate their package of support. To take account of gender preferences when allocating staff to work with service users.

1.6 To ensure that an outcome-focused and personalised 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, recovery sessions and activities to meet these needs. To fully involve the service user and members of their support network in developing their plan.

1.7 To ensure that an up-to-date risk assessment and risk management plan is in place for each service user and to ensure that staff are aware of any risk management guidelines.

1.8 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 the Tiered model of support embedded across the Service. To ensure that progress is captured and celebrated. To organise regular caseload reviews with all staff to monitor this.

1.9 To ensure that person-centred recovery reviews are carried out at regular intervals and that outcome measurement tools are carried out on commencement of the service and at agreed intervals thereafter. To ensure that support is adjusted based on service user need and support is gradually reduced to promote independence and progression through the service.

1.10 To monitor and follow up the progress of service users on discharge from the service to evaluate whether recovery is sustained.

1.11 To support with the development and delivery of our online provision. To ensure our website is kept up-to-date with service specific news and links to a range of resources. To assist with creating and maintaining a positive social media presence.

1.7 To organise recruitment and induction of new staff as vacancies arise with the full involvement of service users, ensuring that staff appointed have the skills and personal qualities to meet the needs and preferences of service users.

1.12 To manage the performance of staff by providing supervision, coaching, direct observations of practice and periodic appraisals. To ensure that all staff, volunteers and peer mentors have a named supervisor.

1.13 To ensure that staff training needs are identified and met, and all training undertaken is recorded within supervision files and the training matrix.

1.14 To ensure that staff maintain up-to-date electronic 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.

1.15 To organise team meetings at appropriate frequencies 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 and relief staff) and volunteers in these meetings.

1.16 To report and manage accidents, incidents, safeguarding and emergencies in accordance with Creative Support requirements and agreed multi-agency reporting guidelines.

1.17 To collect data relating to referrals, service delivery, caseload size, service utilisation and achievement of outcomes. To provide reports for internal and external use at agreed intervals.

1.18 To provide excellent internal and external customer care. To respond warmly and professionally to all enquiries and to reply efficiently to emails and written requests for information. To ensure that the people we support are aware of the Complaints Policy and are supported 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.

1.19 To implement and comply with Creative Support's Equal Opportunities Policies. To ensure that the service provided is sensitive to the cultural and religious needs of service users and staff alike. To promote cultural sensitivity and anti-discriminatory practice.

1.20 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 Lead Contractor, and other stakeholders.

1.22 Assist in the development and running of out of hour's provision and new service opportunities.

Other Duties

2.1 To notify your line manager of your planned whereabouts and to submit accurate timesheets weekly.

2.2 To provide regular verbal and written reports to colleagues.

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

2.4 To carry out all work in a manner consistent with the aims and philosophy of Creative Support and the wider Recovery Service.

2.6 To maintain confidentiality and data protection at all times, in accordance with the agreed policies.

2.7 To identify training needs in discussion with your line manager and to attend training events and courses as required.

2.8 To observe any written policies, procedures and guidelines for good practice agreed by Creative Support.

2.9 Any other duties as required.

PERSON SPECIFICATION – PROJECT MANAGER
Birmingham MH & Wellbeing Service

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	A confident, credible and professional mental health practitioner with at least 2 years relevant senior practitioner or supervisory experience gained in a mental health recovery-focused service	Application & Interview	Essential
2.	Experience of managing or directly supervising a staff team.	Application & Interview	Essential
3.	Experience of managing or co-ordinating the delivery of an effective, outcome focussed service	Application & Interview	Essential
4.	Strong leadership skills, with the ability to communicate and embed a culture of recovery and accountable, person-centred practice	Application & Interview	Essential
5.	Ability to ensure the effective delivery of the contract and to ensure that KPIs and expected outputs and outcomes are met	Application & Interview	Essential
6.	A commitment to diversity, equality and human rights and unconditional positive regard for all	Interview	Essential
7.	Degree level academic qualifications or relevant qualifications/training	Application	Essential
8.	Ability to demonstrate initiative, self-motivation and resourcefulness	Application& Interview	Essential
9.	Excellent written communication and report writing skills	Application & Interview	Essential
10.	Competent in the use of IT systems with the ability to collect/analyse data and maintain spreadsheets	Application & Interview	Essential
11.	Good verbal communication/presentation skills	Application & Interview	Essential
12.	Warm and emotionally intelligent, with good interpersonal skills and the ability to reflect on practice	Application & Interview	Essential
13.	An understanding of recovery principles and methods and a good knowledge of mental health needs/conditions, helpful interventions, evidence-based good practice, legislation and policy	Application & Interview	Essential
15.	The ability to promote the service effectively to service users and professionals and to maximise referrals and service utilisation	Application & Interview	Essential
16.	Ability to support and supervise staff and provide on the job coaching, personal development and guidance to all staff to ensure they understand and can undertake all elements of the role	Interview	Essential
17.	Good organisational skills with the ability to plan ahead, prioritise & manage a busy workload, delegate effectively and meet deadlines	Interview	Essential
18.	Ability to work positively with a range of agencies and to gain the confidence and trust of service users, professionals and other stakeholders.	Application & Interview	Essential
19.	Applicants must enjoy good health, demonstrate resilience and be able to reliably carry out the responsibilities of the post	Interview	Essential
20.	A willingness to work flexibly and responsively and to travel across Birmingham	Interview	Essential

TERMS AND CONDITIONS – PROJECT MANAGER
Birmingham MH & Wellbeing Service

Salary:	**Up to £28,762.50 per annum, based on experience & qualifications**	
	Point One:	£28,275.00 per annum
	Point Two:	£28,762.50 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, 37.5 hours per week. To be worked flexibly according to the needs of the service, including evenings, sleep-ins, weekends and public holidays.

Holidays:
25 days plus 8 statutory days pro rata per annum.

Birthday Holiday Bonus:
All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Care Certificate and Level 2/3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:
All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:
All appointments will be subject to DBS enhanced disclosure and ISA checks.

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

Probationary Bonus:
After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period, you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

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

- Creative Support does pay Statutory Sick Pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

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

Life Assurance:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6-month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

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

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

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 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 number of uniforms that provided will be depended on your hours worked.

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

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

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