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Registered Supported Living Manager

Reference: 84527

Reading Supported Living Services

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: 16 December 2026

Once you have submitted your application form, please allow *14 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

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

Yours faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – REGISTERED SUPPORTED LIVING MANAGER

Reading Supported Living Services

Hours: Full time (37.5 hours per week) and part-time opportunity, to be worked flexibly according to the needs of the service, including evenings and weekends

Responsible to: Service Director and Senior Operations Manager.

The Role:

As the Registered Supported Living Manager, you will be responsible for our five supported living services located within a small four-mile area across Reading, generally taking up to 20 minutes between sites by car. From the centrally located Registered Office and supported by a team of Senior Support Workers, you will be responsible for the operational management and promoting and re-enforcing a culture of responsive, person-centred practice and active support across the services, with relationships based on respect and unconditional positive regard.

Our services in Reading have been developed to support people with a wide range of needs including learning disabilities, mental health, autism and intensive support needs. In addition to our current services, you will be supporting with the mobilisation of an exciting new-build project in the local area, working in partnership with the Local Authority to assess referrals and ensure positive transitions into the service for up to 10 people with learning disabilities, autism and mental health needs. Throughout the mobilisation, you will be responsible for ensuring that recruitment and selection of staff is matched to the needs of the people supported and development of relationships with relevant internal and external partners to ensure a successful and positive experience for everyone.

Across all services, you will ensure that the services are delivering consistent high-quality person-centred care, 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 people we support 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 people we support to enjoy wellbeing, quality of life and community connections.

Service Management Duties:

1. To support the wider service delivery of our services across Reading as part of the senior management team.

2. Maintain a person centred and flexible service that promotes privacy, dignity, independence and preferences of people we support.

3. Ensure that respectful personal care is provided in line with people's preferences and right to privacy and dignity. Ensure that care is reliable, skilled and sensitive and is delivered at times which meet the needs and preferences of people we support.

4. Match staff to people we support, taking account of their needs, preferences (including gender preferences), interests and lifestyle. Ensure that people we support with intensive support needs have a Key Worker with the appropriate skills and personal qualities.

5. Promote awareness of the service and respond to enquiries and referrals. Undertake need and risk assessments. Contribute to the Allocations Panel, collaborating with housing providers to fill vacancies according to the service aims and specification and ensure best value to the commissioners.

6. Ensure that people we support have regularly reviewed and evaluated person centred care plans. Monitor content and implementation of plans and satisfaction of people with their planned and delivered care. Ensure that the service is appropriate and responsive to the changing needs and preferences of people we support.

7. Ensure that the people we support receive appropriate, high quality care and support to meet their needs, drawn from internal and external services available. Make referrals to specialists and agencies to ensure that individual needs are identified and met. Raise awareness of people's rights as citizens to health and social care and universal services.

8. Ensure that the people we support maintain existing skills and that staff promote health & wellbeing, reablement and maximise independence.

9. Ensure appropriate response in the event of emergencies. Ensure that staff understand their duty of care in respect of medical and other emergencies and are confident in contacting emergency and on-call services.

10. Ensure that people we support are supported in managing their physical and emotional wellbeing and meeting their health care needs. Ensure that people we support receive prompt medical attention for physical or mental health concerns. Promote regular health care checks and effective management of long-term health conditions. Enable people we support to make healthy lifestyle choices and stay active and engaged with others.

11. Promote anti-discriminatory practice and ensure that services respect diversity, encourage respect and tolerance and are responsive to cultural, spiritual and other needs of people we support.

12. Promote warm, respectful and trusting relationships with people we support and families and encourage them to express needs, views and concerns. Ensure involvement of families in planning and reviewing care and support according to people we support preferences. Facilitate involvement of people we support and families in management and development of the Supported Living Service.

13. Ensure that staff respect individual rights and entitlements of people we support and ensure that people requiring external advice, representation and advocacy are referred to appropriate services.

14. Be accountable for the quality of the service and ensure conformity with service specification, quality standards and expectations of Creative Support, purchasers and stakeholders.

15. Ensure effective joint working with partner agencies and achievement of service objectives.

16. Promote and sustain excellent communications and relationships with housing providers and other stakeholders. Build links with voluntary and neighbourhood groups to promote social inclusion and community connections.

17. Promote an atmosphere which is tolerant, inclusive and free from racism, discrimination, bullying and harassment and encourage respect for human rights, difference and diversity.

18. Collaborate with housing providers to ensure a high standard accommodation and physical environment and that all areas are attractive, clean and well maintained. Ensure that repairs are promptly reported. Escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and/or to the satisfaction of people we support.

19. Encourage assistive and personal technologies to increase independence and enhance quality of life. Ensure that technology/equipment are inspected, fully functioning and that staff and people we support are trained in their use. Ensure that relevant contact numbers are accessible to staff to report faults with systems/equipment.

20. Promote safety for people we support and staff and a culture of positive risk management which balances protecting vulnerable people we support with enjoying opportunities at a fulfilling life.

21. Ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are adhered to by staff, tenants and visitors. Promote health and safety awareness.

22. Conduct risk assessments of people we support needs, the physical environment and lone working and implement plans to reduce risk and protect from harm. Prevent and record falls, accidents, and incidents to take appropriate action. Ensure that staff are supplied with protective equipment as required.

23. Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Reading Council's safeguarding policy and procedures and immediately report concerns regarding vulnerable adults or children to the Council, the Senior Operations Manager and the Duty/On Call Manager.

24. Encourage customer feedback and suggestions for improving services and promote a positive attitude to complaints. Ensure that complaints are investigated in line with Creative Support procedures and that timely and appropriate action is taken.

25. Maintain effective administrative procedures and financial control systems with the Senior Operations Manager and the Finance Department. Ensure that payments due to Creative Support for service delivery are promptly and accurately invoiced and collected. Ensure that matters pertaining to people we support's finances are within Creative Support's Policy 'Supporting People with their Finances' parameters and monitor carefully financial arrangements and transactions. Contribute to the financial success of Creative Support.

26. Participate in monitoring and evaluation procedures. Contribute in formal reviews of the service. Collect and collate relevant statistical information. Participate in the evaluation of outcomes of people we support. Implementation of quality assurance recommendations and requirements.

27. Maintain excellent working relationships with professionals and services in Reading. Maintain excellent communication and partnership working with colleagues and stakeholders. Contribute towards effective joint working by maintaining high standards of communication and by participating in working groups and forums.

28. Where required, support people to plan and experience dignified, comfortable and person-centred end of life care which meets their preferences and cultural, spiritual and other needs.

Staff Management:

1. As the Registered Supported Living Manager, you will lead staff to ensure that the highest levels of performance and standards of work are achieved and that the service is delivered in accordance with individual care plans, the contract specification and CQC requirements.

2. Provide leadership and role-modelling to ensure that the core values are embedded in staff practice and achievement of outcomes are at the heart of delivery.

3. Monitor and assess attendance, reliability, performance, values and competence of staff through supervision, direct observation and through feedback from people we support and stakeholders. Ensure that staff records are up to date and ready for inspection by CQC and senior managers.

4. Ensure that staff, volunteers, apprentices and students on placement receive personal support, supervision and appraisal in accordance with agency and CQC requirements.

5. 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 in personal care and other needs and preferences of people we support, 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.

6. 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 people we support, as well as new needs and unplanned requirements. Endeavour to provide people with care and support from a familiar and consistent staff team.

7. 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.

8. Maintain sufficient contracted and relief staff to meet assessed needs of people we support 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 Senior Operations Manager. Ensure that people we support and families are involved in recruitment and selection.

General Duties

1. Promote Creative Support, its services and activities to people we support, carers, other agencies and the general public and contribute to the wider business development and reputation of Creative Support.

2. Accept support, supervision and guidance from senior colleagues.

3. Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

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
- Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
- All Creative Support policies, procedures and guidelines for best practice

5. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support people with daily living skills and individual activities which will include moving and handling.

6. Identify own training needs in discussion with line manager and attend training events and courses as required.

7. Complete documentation and provide evidence for quality, compliance and CQC inspections.

8. To maintain confidentiality at all times, in accordance with policy.

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

10. To take part in the local on-call service to provide out-of-hours support.

11. Any other duties as required.

PERSON SPECIFICATION – REGISTERED SUPPORT LIVING MANAGER

Reading Supported Living Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Significant practitioner and/or management experience, skills and knowledge in relevant areas.	Application & Interview	Essential
2	A relevant professional qualification (e.g. Diploma in Social Work, RMN/RGN, NVQ 4/5)	Application	Essential
3	A degree level or post-graduate qualification	Application	Desirable
4	Ability to articulate and communicate a person-centred vision for the delivery of learning disability and mental health services	Application & Interview	Essential
5	Ability to engage with people supported, and to develop and sustain warm and trusting relationships	Interview	Essential
6	Experience in structuring rotas and rostering systems	Interview	Essential
7	Good verbal and written communication skills	Application & Interview	Essential
8	A high level of customer focus and the ability to lead and manage a team to provide excellent customer service	Interview	Essential
9	Experience in Assessment and Referral Management	Interview	Essential
10	Ability to demonstrate initiative, self-motivation and resourcefulness	Interview	Essential
11	Ability to liaise in a professional manner with other agencies and to work in a positive way with all stakeholders	Interview	Essential
12	Understanding of the person centred aims and principles of Creative Support and ability to put these into practice	Application & Interview	Essential
13	Experience working with people who may present with behaviours of distress	Interview	Desirable
14	Ability to enable people to enjoy developmental opportunities without being exposed to unacceptable risks	Interview	Essential
15	Ability to support and supervise staff and provide on the job coaching	Application & Interview	Essential
16	Knowledge of helpful approaches and strategies to support people with a wide range of needs	Application & Interview	Essential
17	Ability to devise effective individual care plans, risk management plans and behaviour management guidelines	Interview	Essential
18	The ability to serve as a professional role model to colleagues	Interview	Essential
19	Experience of supported housing for people with needs associated with mental health and learning disability	Application Form	Essential
20	Experience of consulting with people we support and responding to their views in service development and delivery	Interview	Essential
21	Experience of evaluating, monitoring and reviewing services	Interview	Desirable
22	Willingness to work flexible hours	Interview	Essential
23	Willing to accept feedback and guidance and to be accountable to colleagues and managers	Interview	Essential

TERMS AND CONDITIONS – REGISTERED SUPPORTED LIVING MANAGER
Reading Supported Living Services

Salary:	**Up to £22.97 per hour based on experience and qualifications**	
	Point One:	£20.51 per hour / £40,000.00 per annum
	Point Two:	£21.79 per hour / £42,500.00 per annum
	Point Three	£22.97 per hour / £44,800.00 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 hours are 37.5 per week. To be worked flexibly on a rota which includes evenings, weekends and public holidays according to the needs of the service.

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 and/or Level 3 Health & Social Care Diploma:
All employees will be required to undertake and complete the Level 2/3 Health and Social Care Diploma, or if the employee already has an NVQ but no Learning Disability qualification, they will need to complete the Level 2/3 Certificate in Learning Disabilities (applicable to Support Workers working in learning disability services only) as a condition of their employment. If you hold NVQ 2 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:
All employees are 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 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.