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Supported Living Manger

Reference: 90769

Salford Personalised Learning Disabilities 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: 02 December 2026

Once you have submitted your application form 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

JOB DESCRIPTION – SUPPORTED LIVING MANAGER

Salford Personalised Learning Disabilities Services

Hours: 37.5 hours per week, to be worked flexibly, including evenings, weekends and sleep- in, according to the needs of the service and service users.

Responsible to: Service Director/Senior service Manager/Project Manager.

Summary of the Role:

To lead a locality-based Supported Living service for adults with learning disabilities, autism, and long-term health conditions, ensuring that care and support are person-centred, outcome-focused, and delivered in line with agreed support plans and individual preferences. You will promote independence, choice, dignity, and inclusion, enabling people to achieve their personal goals and desired outcomes.

Working collaboratively with families, colleagues, Care Managers, healthcare professionals, and other stakeholders, you will build positive relationships that support high-quality service delivery and positive outcomes for the people we support.

You will also provide hands-on support within individuals' homes, including personal care, health-related tasks, medication administration, support with daily living activities, moving and handling, community participation, household responsibilities, and emotional support as required.

Additionally, you will oversee quality visits to service user homes to assess their satisfaction and the quality of service provision for:

- Medication compliance checks
- Audits of support plans and key support documents
- Direct observations of staff practice
- Staff supervision and appraisals
- Induction and coaching of staff
- Taking part in service user reviews
- Following up any concerns and reinforcing good practice
- Promoting excellent customer care to your service users, their families and other stakeholders
- Ensuring that we provide reliable, consistent, high quality care which meets internal, commissioner and CQC quality standards

Duties:

1. To support the Registered service Manager to provide a personalised, high quality personalised Service which meets the expectations of the contract, the service specification, agreed quality standards Creative Support, the Council and CQC. You will ensure that the highest level of customer service and satisfaction is achieved.

2. To coordinate the delivery of care to a defined group of service users, ensuring that they receive a consistent and personalised service which meets their identified needs, respects their choices and preferences, builds on their strengths and assets, promotes their wellbeing and maximises their independence. To work with each person we support and their family and other agencies to achieve positive person-centred outcomes.

3. To ensure that we deliver a respectful and culturally sensitive service that promotes the privacy, dignity, and wellbeing of service users. To ensure that staff respect the human rights and choices of service users and demonstrate unconditional positive regard at all times.

4. To ensure that service users receive a consistent and personalised service by deploying staff to meet their needs and preferences in accordance with the agreed care and support plan. To ensure that commissioned care and support are provided reliably in accordance with the statutory care plan and that agreed outcomes are met.

5. To work as efficiently in ensuring all clients receive their commissioned 1:1 support hours, along with the support hours commissioned to run the services. To plan and organise staff cover for absences and additional requirements as needed.

6. To ensure the safety and wellbeing of the people we support at all times, ensuring that policies and procedures are followed, that medication is administered as prescribed and that all care provided is properly documented and regularly audited, checked and reviewed.

7. To undertake quality visits to service user homes to assess their satisfaction and the quality of service provision. To carry out direct observations of staff practice and care delivery. To follow up any concerns, complaints or unmet needs and to recognise good practice. To identify ways in which the service user's quality of life, independence and community connections can be enhanced.

8. To carry out audits of key support documents records in the home and office and to undertake medication compliance checks.

9. To plan and carry out staff supervision and appraisals in accordance with agreed standards. To monitor and assess staff attendance, reliability, performance, values and competence of staff. To address any concerns proactively.

10. To ensure that staff complete all necessary training and are updated regarding policies and agency expectations. To support staff welfare and promote their loyalty and job satisfaction.

11. To induct new staff and to coach all staff in providing effective, personalised care. To ensure that staff understand and follow care plans, medication requirements, health protocols and moving and handling guidelines. To promote and nurture best practice.

12. To instruct and coach staff in undertaking delegated health support tasks, with support from health professionals.

13. To support staff welfare and promote their loyalty and job satisfaction. To take part in staff recruitment as required and facilitate their retention and personal development.

14. To organise and take part in service user care reviews and to ensure that the service user is empowered to express their views, needs and concerns. To ensure that care plans are developed and updated following the reviews.

15. To ensure there is an up to date risk assessment and support plan for each service user which is reviewed at least annually and whenever risks or needs change to ensure that all staff are aware of the changes and any new guidelines.

16. To ensure that service users are supported to exercise control over their own lives and to consent to their own care and support arrangements. Where are there are concerns regarding a service user's capacity to consent to care and support to seek guidance from the Registered Manager regarding any need for capacity and best interest assessments.

17. To promote excellent customer care to service users, their families and other agencies. To seek their feedback and to act on any concerns or suggestions.

18. To provide direct care and support as needed and to rota yourself on shift as required. This could involve the provision of personal care, support with daily living, administering medication, moving and handling, household tasks and general emotional support.

19. To ensure that people with mobility and manual handling needs have an up to date manual handling assessment and that staff follow any specific guidelines for safe manual handling or mobility support which may arise from these assessments.

20. To ensure that people with additional physical/sensory disabilities and communication needs receive a service which is tailored to their individual needs and communication requirements.

21. To communicate effectively with staff, the people we support, their families and stakeholders, and to promote the positive reputation and activities of Creative Support and Salford personalised services.

22. To report, document and manage accidents, incidents and emergencies, following Creative Support's reporting guidelines and requirements. To provide excellent internal and external customer care. To ensure that service users and their families, are aware of the Complaints Policy and are supported to make complaints and suggestions.

23. 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 the Council's Safeguarding Policy and Procedures. To report immediately any concerns regarding vulnerable adults or children to the Registered Manager and the local authority.

24. To carry out all recording and administrative duties relating to the management and quality monitoring of the service, and to comply with all requests for reports and information from your line manager. To ensure that the service provided meets the service specification, Creative Support's quality expectations and CQC essential standards.

25. To implement and comply with Creative Support's Equal Opportunities Policies. To ensure that the care provided is sensitive to the cultural, spiritual and religious needs of service users and staff alike.

26. To take part in an out of hour's on-call rota and undertake all associated duties in a professional and diligent manner.

27. To deputise for the Registered service Manager as required.

Care and Support of Service Users:

28. To develop and sustain warm, trusting and respectful relationships with service users. To promote the self-esteem, happiness, and welfare of the people we support. To offer unconditional positive regard and provide respectful personal care in accordance with identified

needs and preferences, ensuring that confidentiality, dignity and privacy is maintained at all times.

29. To provide direct care and support. This will involve the provision of personal care, health related tasks, support with daily living, administering medication, moving and handling, meal preparation and general emotional support.

30. To support people in maintaining the safety, security, cleanliness and comfort of their homes and to follow up any concerns.

31. To ensure that people receive all necessary advice and support to maintain their physical and mental health and general wellbeing and to meet their health care needs. To promote good nutrition and a healthy lifestyle, compliance with prescribed medication and health management guidelines. To support people to stay active and engaged with their communities, in leading a fulfilled active lifestyle.

32. To observe and monitor people's emotional and physical well-being and to inform the line manager, families and other agencies of any concerns or significant changes in their needs, welfare, behaviour and circumstances. To convey any health or other professional concerns to members of the multi-disciplinary team in a proactive manner.

33. To work closely with the families of the people we support and other professionals involved in their care to provide a coordinated service which meets their needs and preferences. To positively and respectfully communicate with families and other professionals at all times.

34. To maintain up to date electronic and paper client records and case files. To document and account for all work undertaken with service users in accordance with recording requirements and standards.

Other:

35. Notify your line manager of planned whereabouts and to submit accurate timesheets weekly.

36. To provide regular verbal and written reports to colleagues.

37. To accept support, supervision and guidance from the Registered service Manager and other senior staff.

38. To carry out all work in a manner consistent with the aims and philosophy of Creative Support.

39. To comply with and implement the Equal Opportunities Policy.

40. Maintain confidentiality and data protection at all times, in accordance with the agreed policies.

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

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

43. Carry out any other management or duties delegated by the Service Director/Manager

PERSON SPECIFICATION – SUPPORTED LIVING MANAGER

Salford Personalised Learning Disabilities Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Experience gained in one or more of the following areas:	Application & Interview	Essential
2	Experience of managing and supervising staff or coordinating the delivery of care and support	Application & Interview	Desirable
3	A relevant health or care related qualification (e.g. NVQ, Health & Social Care Diploma)	Application	Desirable
4	A warm, compassionate and person-centred approach to working with people with a learning disability.	Application & Interview	Essential
5	Ability to provide respectful personal care and support as required	Application & Interview	Essential
6	An understanding of the principles of person-centred care and a commitment to the delivery of personalised, strengths-based care and support and the promotion of independence	Interview	Essential
7	Ability to promote high standards of practice and to ensure positive outcomes for service users	Interview	Essential
8	A knowledge of health needs and long-term conditions, including Epilepsy, autism, behaviours which may challenge.	Application & Interview	Desirable
9	Ability to assess needs and risks and to devise and implement care & support plans	Interview	Essential
10	Good written and verbal communication skills	Application & Interview	Essential
11	Good organisational skills with the ability to prioritise & manage a busy workload	Interview	Essential
12	Strong work ethic and duty of care	Interview	Essential
13	Ability to work positively with colleagues and other agencies and to contribute to a strong team spirit	Application & Interview	Essential
14	Willingness to follow instructions and respond positively to supervision and line management	Application & Interview	Essential
15	Applicants must enjoy good health, be resilient and able to carry out the responsibilities of the post, including moving and handling	Application & Interview	Essential

16	Willingness to work flexibly and responsively to meet the needs of the service and to take part in an out of hours on-call rota	Interview	Essential
17	Car driver and owner, willing to use car for work related travel for which expenses will be paid	Application	Desirable.

TERMS AND CONDITIONS – SUPPORTED LIVING MANAGER

Salford Personalised Learning Disabilities Services

Salary:	**Up to £30,225 per annum / £15.50 per hour**	
	Point One:	£29,737.50p per annum / £15.25 per hour
	Point Two:	£30,225 per annum / £15.50 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 (37.5 hours per week) including weekends, evenings and public holidays 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.

Holidays:

25 days per annum plus eight statutory days.

Birthday Holiday Bonus:

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. 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 Statutory Sickness 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 six 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 way of donating from your pay on a regular basis to any registered charities.

Achieve Q Staff Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website. Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

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.