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Project Manager

Wellington Road Supported Accommodation **Reference: 93998**

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: 25th November 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.

For further information or an informal conversation about the role, please contact Service Director: by email on colette.leigh@creativesupport.co.uk

Yours faithfully,

Recruitment Department

JOB DESCRIPTION – PROJECT MANAGER - Manchester

Hours: Hours based on 37.5 per week, to be worked flexibly to include evenings, weekends and bank holidays according to the needs of the services.

Responsible to: Locality Manager

Location: Manchester

The Role and Our Expectations:

We are looking for a caring, dynamic and highly motivated Manager to join our established team in Manchester

You must be a practitioner with management skills and have experience and knowledge of working within the social care sector in support of people with housing, mental health and related needs.

The Project Manager will lead the operational management of a high need mental health accommodation service for 12 people in Whalley Range. Your role will be to ensure that the service users receive recovery focused support to ensure they can enjoy their best lives and reach personal outcomes. The role also involves the effective management of risk ensuring risks are assessed and risk management plans are robust and updated. You will be supported by an experienced team of managers and peers working in Central Manchester.

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

- Recruitment and selection of staff matched to needs of service users
- Management and support of a team of senior staff and support staff
- Ensure rota planning and the deployment of staff to meet the needs of service users
- Ensuring continuous, reliable and consistent service delivery at all times
- Maximising positive outcomes for all service users
- Performance management
- Safeguarding lead
- Auditing and Quality Assurance
- Compliance with commissioner expectations and standards
- Contract management
- Managing Voids and Occupancy
- Managing Referrals and assessments
- Managing Relationships with internal housing colleagues
- Managing Relationships with multiple Commissioners
- Providing excellent customer care to all stakeholders

About You:

- Above all you will be warm, able to engage and approachable
- You are a "hands on" leader
- You will be an adept communicator both verbally and in writing
- You will be an excellent problem solver
- You will be confident
- You will be professional, responsible and accountable
- You will show low expressed emotion and be collaborative and emotionally resilient
- You will be intelligent, questioning, analytical and observant with a high attention to detail
- You will be an excellent team player
- You will have a keen interest in learning and will be interested in attending training pertinent to your role

About Your Knowledge and Experience:

- You will have experience working with individuals with mental health needs.
- You will be a highly effective communicator able to create balance between boundary and patient, with an inclusive and sensitive approach
- You will understand the potential impact of behaviour upon staff and have knowledge of trauma informed approaches.
- You will have experience and understanding of risk assessment, review, management and mitigation
- You will have excellent organisational and planning skills
- You will have excellent record keeping skills and understand the impact of poor record keeping
- You will understand the importance of developing and maintaining a health team dynamic
- You will understand the importance of care, compassion, communication, courage, competence and commitment

Main Duties

1. To be responsible for the operational management of a high need mental health accommodation service in Manchester, delivering high quality services including housing related support, mental health needs (complex and recovery focused), drug and alcohol and social support needs . To ensure that services are responsive to the needs and preferences of service users. To ensure that all contract requirements and stakeholder expectations are fully met and reviewed in line with contracts.

2. To ensure service users who live in accommodation based services are supported to develop skills and coping strategies to self-manage and to positively move on from services within the agreed timescales of the services provided.

3. To work in close partnership with partner agencies and other stakeholders developing creative multi-agency working. To ensure that the service is provided in a responsive, flexible and empowering way, embracing co-production to meet the needs of individual service users, ensuring the highest level of customer service is provided.

4. To have a responsive, flexible and hands on approach to leading staff to achieve the highest level of service delivery, customer care and positive outcomes

5. To contribute to the wider development of Manchester Mental Health Services - taking part in partnership events and local initiatives to promote community links and to ensure positive joint working with all local agencies and stakeholders.

6. To work as part of a senior team to support and develop the wider service delivery of Creative Support services and seek business development opportunities.

Support of Service Users:

Through personal role modelling, coaching, training and line management:

1.1 To ensure that staff develop warm and trusting relationships with service users, and that staff promote their self-esteem, happiness, general well-being and quality of life.

1.2 To ensure that staff encourage and support service users in expressing their needs, views and concerns. To enable service users to make choices and decisions and to participate as fully as possible in planning and decision making processes.

1.3 To promote inclusion, person centred communication and active engagement.

1.4 To ensure that staff respect and promote the rights and entitlements of the people that we support and enable them to participate as fully as possible in their communities. To ensure that service users are offered access to sources of independent advocacy and advice.

Staff Leadership and Management:

2.1 To have a clear vision for the provision of services and ensure staff are well inducted into this trauma informed approach and culture.

2.2 To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved and to lead services that require intensive quality assurance actions. To work in partnership with the Quality Team in achieving high standards.

2.3 To co-ordinate and deploy staff resources as efficiently and flexibly as possible in relation to the needs of service users and the requirements of the service.

2.4 To generate and maintain a customer focused ethos at all times and to ensure that staff maintain excellent working relationships with other professionals and stakeholders.

2.5 To ensure that all staff receive personal support, supervision and appraisal. To take appropriate supportive and corrective action to ensure that performance difficulties are addressed effectively.

2.6 To ensure that staff training and development needs are identified and met. To participate in the planning and delivery of staff training and development activities. To ensure all staff including yourself and other senior staff attend all training identified in a timely fashion.

2.7 To organise and chair team meetings, ensuring a co-operative and cohesive team spirit and a culture of open and honest communication. To promote and nurture good practice and to brief staff regarding wider policy and practice issues.

2.8 To organise the recruitment and selection of staff, ensuring full service user involvement.

Project Management and Administration:

3.1 To be accountable for the overall quality of the service and to ensure that it conforms to the quality standards and requirements of Creative Support, the local authority / ICB purchasers and other stakeholders.

3.2 To ensure effective joint working with partner agencies and the achievement of agreed service objectives. To ensure that excellent communications and relationships are maintained with stakeholders. To contribute to multi-agency forums and to promote Creative Support as a positive and dynamic service provider.

3.3 To ensure that policies and regulations pertaining to fire, environmental health, general safety and security are understood and adhered to by all staff, service users and visitors. To promote a high standard of health and safety awareness. To record and investigate accidents and incidents within the service and to take appropriate follow-up action. To regularly assess and review risks and to take measures to protect staff when lone working in the office or with service users.

3.4 Ensure that medication is managed safely and respectfully with clear policies and systems for staff practice.

3.5 To encourage customer feedback and suggestions from service users, carers and stakeholders for improving services. To promote a positive attitude to complaints. To ensure that complaints are fully investigated within the agreed procedures of Creative Support and that timely and appropriate action is taken.

3.6 To develop and participate in case reviews and care coordination. To have regular, direct contact with all service users, staff teams and to directly observe the quality of service delivery. To evaluate outcomes for service users. To collate relevant statistical information regarding service utilisation, outputs and outcomes. To ensure that quality assurance processes are fully implemented across all services.

3.7 To ensure that voids are kept to the lowest possible level and that income generation is maximised. To ensure that rent accounting, petty cash and basic book-keeping procedures are maintained to the required standards. To ensure the tenancy agreements are followed and tenants are supported well.

3.8 To ensure that properties managed by Creative Support are developed/ maintained to a high standard. To ensure that necessary repairs are carried out promptly and that all housing services are efficiently and effectively carried out to the satisfaction of tenants.

3.9 To facilitate the involvement of service users, carers and representatives in the development and management of services. To promote Creative Support, its services and activities to service users, carers, other agencies and the general public.

3.10 To work closely with local agencies, notifying them of any vacancies within services and to seek appropriate referrals so as to make the best use of resources. To carry out full assessments of service users referred in conjunction with the multi-disciplinary team and to

allocate services in partnership with the Service Director.

Referral & Allocation

4.1 To work closely with managers across Greater Manchester to manage referrals for supported accommodation.

4.2 To respond to all referral enquiries including Manchester Brokerage service, ensuring assessments are organised and completed in a timely manager by yourself and other managers.

4.5 Ensure allocation panel decisions are communicated clearly to referrers providing the outcomes or requests for additional information.

4.6 Ensure all risk information and third party reports are requested as part of complex assessments.

4.7 Work closely with senior colleagues and business development to ensure flexible and creative models of support are offered to referrers and commissioners.

4.8 Attend regular meetings at our Head Office in Stockport to discuss complex referrals.

Other:

5.1 To notify Line Manager of planned whereabouts and to submit accurate timesheets.

5.2 To be an ambassador for good practice and to promote creative and evidence-based ways of working.

5.3 To accept support, supervision and guidance from senior colleagues.

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

5.5 To comply with and to implement the Equal Opportunities Policy.

5.6 To maintain confidentiality at all times, in accordance with the agreed policy.

4.1 To identify training needs in discussion with Line Manager and to attend training events and courses as required.

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

4.3 To prepare service reports for commissioners and to attend contract review meetings to discuss the service.

4.4 To share and disseminate knowledge of specialist area to the wider workforce.

4.5 Any other duties as required

PERSON SPECIFICATION – PROJECT MANAGER, MANCHESTER

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Ability to communicate a progressive vision for the delivery of high quality, personalised services for people with Mental health, substance misuse and trauma histories	Application & Interview	Essential
2.	Emotionally intelligent, mature and resilient with good interpersonal skills, including the ability to communicate effectively verbally and to actively listen to others and respect their views	Interview	Essential
3.	Ability to engage with service users, to develop and sustain warm and trusting relationships	Interview	Essential
4.	Excellent verbal communication skills and the ability to listen sensitively to others	Interview	Essential
5.	Ability to demonstrate significant understanding of the needs of people with mental health needs to be familiar with current legislation and good practice.	Interview	Essential
6.	A demonstrable commitment to person centred values and human rights and to open, ethical and accountable practice. A strong 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
7.	Excellent communication skills and the ability to write professional reports	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.	Assessment and referral experience and skills preferably in the field of Mental health.	Application &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 multi-disciplinary meetings and care review follow up.	Interview	Essential
12.	Understanding of the person centred aims and principles of Creative Support and the ability to put these into practice and an ability to demonstrate respect for difference and diversity.	Application & Interview	Essential
13.	A non-judgmental, accepting and positive approach to working with people who may be challenging to services.	Application & Interview	Essential
14.	Ability to lead, support and supervise staff and provide on the job coaching and creating learning opportunities.	Application & Interview	Essential
15.	Knowledge of helpful approaches, strategies and interventions in working with people with mental health and housing needs.	Application & Interview	Essential

16.	Demonstrable skills in working effectively with people who have mental health needs, including people with dual diagnosis and challenging behaviours.	Interview	Essential
17.	Ability to carry out a comprehensive assessment of an individual's care and support needs, including risk assessment.	Interview	Essential
18.	Ability to devise effective individual support plans, person centered plans and risk management plans.	Interview	Essential
19.	Significant experience of staff supervision and performance management.	Application & Interview	Essential
20.	Experience of liaising and joint working with other agencies.	Application Form	Essential
21.	Practitioner experience of directly supporting people with mental health needs or history of trauma or social exclusion.	Application Form	Essential
22.	Experience of consulting with service users and responding to their views in service development and delivery.	Interview	Essential
23.	Experience of evaluating, monitoring and reviewing services.	Interview	Desirable
24.	A degree and a relevant professional qualification e.g. RMN, social work degree	Application & Interview	Desirable
24.	Diploma in Management and Leadership Level 5 (or equivalent/ or willingness to work towards this within an agreed timescale). Willingness to apply and hold CQC Registration for the service if ever required.	Application & Interview	Desirable
25.	Willingness to work flexible hours according to needs of agency and service users.	Interview	Essential
26.	Willingness to participate in training courses and events.	Interview	Essential
27.	Willing to accept feedback and guidance and to be accountable to colleagues and managers.	Interview	Essential
28.	A willingness to travel to meet the requirements of the post and the needs of the agency. (mostly within 8 mile radius)	Interview	Essential
29.	Experience of developing community based added value services.	Interview	Desirable

Salary:	**Up to £32,487.00 per annum (full-time equivalent)**
	Point One – £31,063.50 per annum (£15.93 per hour)
	Point Two - £31,590.00 per annum (£16.20 per hour)
	Point Two – £32,487.00 per annum (£16.66 per hour)
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*	

Hours of Work:
Full time hours are based on a nominal 37.5 hours per week. To be worked flexibly according to operational business needs. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. There is a requirement to take part in the Local On Call Rota for which additional payments are made when required to work on rota.

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.

Holidays:
25 days plus 8 statutory days pro rata.

Part Time Work:
Please note that annual leave and other entitlements are calculated on a pro-rata basis for employees working fewer than 37.5 hours per week. We take a positive view of part-time work and will consider reasonable requests for part time hours for a minimum of 15 hours per week.

Birthday Holiday Bonus:
After two years' continuous service, you will be permanently entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. This bonus will only come into effect in the leave year after two full years' service. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

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

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

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

- Creative Support pays statutory sick pay for the first three working 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 fourweeks at half pay.

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

Life Assurance:
Staff become members of a non-contributory group life assurance scheme after 6 months' employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the terms and conditions which are amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time, withreasonable 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. It is a free service, offering valuable advice on benefits, financial matters, consumer issues, 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 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 and optical care, as well as physiotherapy.

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

Payroll Giving:
Administered by Charities Trust, this is a tax efficient way of donating regularly to any registered charity.

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:
You will receive a £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:
We offer £200 worth of vouchers for employees who return to the organisation if there have been at least 6 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 depended on your hours worked.

Company mobile phone and laptop:
If applicable to your job role, a mobile smart phone, laptop and a 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's 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.

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.