Creative Support Ltd, Head Office
Wellington House
131 Wellington Road
Stockport
SK1 3TS

Tel: 0161 236 0829
Fax: 0161 237 5126
recruitment@creativesupport.co.uk
www.creativesupport.co.uk

Extra Care Registered Manager

Reference: 95198

Hull Extra Care

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: 21 November 2026

Once you have submitted your application form allow *7 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

Please note that all employees are required to complete an enhanced DBS check.

JOB DESCRIPTION – EXTRA CARE REGISTERED MANAGER

Cecil Gardens, Hull Extra Care Service

Hours: Full time hours (37.5 hours per week) to be worked flexibly according to the needs of the service. It is expected that you will have close and regular contact with clients and will work occasional early shifts, evening shifts and on weekends.

Reports to: Area Manager / Service Director

The Role:

You will be responsible for the operational management and quality of the service. You are expected to collaborate with the Senior Locality Manager, Operations Manager, Social Services and other stakeholders. You will ensure that CQC care standards are met and the highest level of customer service is provided.

You will ensure a flexible and empowering service to meet the needs of clients and work with housing providers and families to promote a positive atmosphere within the schemes and encourage social activities on site and connections with the wider community.

Service Management Duties

1. Maintain a person centred and flexible service that promotes privacy, dignity, independence and preferences of clients.

2. Ensure that respectful personal care is provided in line with client 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 clients.

3. Match staff to clients, taking account of their needs, preferences (including gender preferences), interests and lifestyle. Ensure that clients with complex needs have a Key Worker with the appropriate skills and personal qualities.

4. 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.

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

6. Ensure that clients 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. Ensure that clients are effectively linked into Care Management, CPA and other planning mechanisms where appropriate. Raise awareness of client rights as citizens to health and social care and universal services.

7. Ensure that clients maintain existing skills and that staff promote health & wellbeing, Reablement and maximise independence.

8. Ensure appropriate 24 hour response in the event of emergencies and requests for assistance via emergency alarm/pull cord system or other means. 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.

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

10. Ensure client support with ordering, taking and storing prescribed medication. Liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported. Ensure that medication ordered on behalf of clients is checked, recorded and safely stored. Ensure that staff are competent in supporting clients with medication, that they encourage clients to self-medicate where possible and that where direct assistance is required staff follow guidelines for administration and recording outlined in the client's prescription, their Care Plan and Hull City Council's Medication policy Creative Support's Medication Policy.

11. Enable clients to plan and experience dignified, comfortable and person centred end of life care which meets their preferences and cultural, spiritual and other needs.

12. Promote anti-discriminatory practice and ensure that services respect diversity, encourage respect and tolerance and are responsive to cultural, spiritual and other needs of clients.

13. Promote warm, respectful and trusting relationships with clients and families and encourage them to express needs, views and concerns. Ensure involvement of families in planning and reviewing care and support according to client preferences. Facilitate involvement of clients and families in management and development of the Extra Care Service.

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

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

16. Ensure effective joint working with partner agencies and achievement of service objectives. 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. Ensure positive promotion of the scheme and client use of community resources and integration into the community. Promote an atmosphere which is tolerant, inclusive and free from racism, discrimination, bullying and harassment and encourage respect for human rights, difference and diversity.

17. 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 client's satisfaction.

18. Encourage assistive and personal technologies to increase independence and enhance quality of life. Ensure that emergency pendant, pull cord/pendant alarm systems, assistive technologies/telecare and mobility aids/equipment are inspected and fully functioning and that staff and clients are trained in their use. Ensure that relevant contact numbers are accessible to staff to report faults with systems/equipment.

19. Promote safety for clients and staff and a culture of positive risk management which balances protecting vulnerable clients with enjoying opportunities at a fulfilling life. 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. Conduct risk assessments of client 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.

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

21. 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.

22. Maintain effective administrative procedures and financial control systems with the senior locality Manager and the Finance Department. Ensure that payments due to Creative Support for service delivery are promptly and accurately invoiced and collected. Ensure efficient use of resources of the Extra Care Services. Ensure that matters pertaining to clients finances are within Creative Support's Policy 'Client Financial Procedures' parameters and monitor carefully financial arrangements and transactions. Contribute to the financial success of Creative Support.

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

24. Maintain excellent working relationships with professionals and services in Hull. 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 fora.

Staff Management Duties

1. As the Registered Manager for the service 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. Monitor and assess attendance, reliability, performance, values and competence of staff through supervision, direct observation and through feedback from clients and stakeholders. Ensure that staff, volunteers, apprentices and students on placement receive personal support, supervision and appraisal in accordance with agency and CQC requirements. Ensure that staff records are up to date and ready for inspection by CQC and senior managers.

3. 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 clients, 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.

4. Ensure that staff are committed to the core values, specification and expected outcomes of the Extra Care Service and Creative Support.

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

6. 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.

7. Maintain sufficient contracted and relief staff to meet assessed needs of clients 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 Area Manager. Ensure that clients and families are involved in recruitment and selection.

General Duties

1. Promote Creative Support, its services and activities to clients, 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 service users 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. Any other duties as required.

PERSON SPECIFICATION – EXTRA CARE REGISTERED MANAGER

Cecil Gardens Hull Extra Care Service

	REQUIRED QUALITIES & KNOWLEDGE	How Assessed	Essential or Desirable
1	Significant practitioner and/or management experience, skills and knowledge in one or more of the following areas: • Services for older people/people with dementia/memory loss • Residential day or community services for older people • Extra care or home care services for older people • Prevention and re-enablement services for older people	Application & Interview	Essential
2	Experience of supervising and being a role model to staff and plan rotas to meet the needs and preferences of service users	Application & Interview	Essential
3	A relevant professional qualification (e.g. Diploma in Social Work, RMN/RGN, NVQ 4/5).	Application	Desirable
4	A degree level or post- graduate qualification	Application	Desirable
5	A warm, person centred and respectful approach to working with older people	Interview & Application	Essential
6	Ability to assess needs and devise and implement outcome focused care/support plans	Application & Interview	Essential
7	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Interview	Essential
8	Skills and confidence in networking and developing partnerships with external colleagues and agencies	Interview	Essential
9	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
10	Ability to produce high quality written reports within deadlines	Application & Interview	Essential
11	Excellent IT skills with the ability to contribute to a computerised record keeping system	Application	Essential
12	Working knowledge of computer applications and ability to use computerised record keeping system	Application	Essential
13	A commitment to equal opportunities and the promotion of anti-discriminatory practice	Application & Interview	Essential
14	Willingness to work flexible hours to meet the needs of the service	Application & Interview	Essential

TERMS AND CONDITIONS – EXTRA CARE REGISTERED MANAGER
Cecil Gardens Hull Extra Care Service

Salary:	**Up to £36,000 per annum depending on experience and qualifications**	
	Point One:	£31,077 per annum
	Point Two:	£31,856 per annum
	Point Three:	£32,670 per annum
	Point Four:	£34,926 per annum
	Point Five:	£36,000 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.*		

Hours of Work:
Full time (37.5 hours per week) including weekends and public holidays to be worked according to the needs of the service. **It is expected that you will have close and regular contact with clients and will work occasional early shifts, evening shifts and on weekends.** 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 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:
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 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 months of 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 amount 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.

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.