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

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

Registered Manager

Reference: 95203

Dudley Supported Living Service for adults with Complex Needs

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: 24 November 2026

Once you have submitted your application form allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

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

Yours faithfully

Recruitment Department

All employees are subject to enhanced DBS checks

JOB DESCRIPTION – REGISTERED MANAGER

Dudley Supported Living Service for adults with Complex Needs

Hours: 37.5 hours per week, to be worked flexibly to include some evenings and weekends, according to the needs of the service.

Responsible to: Service Manager/Service Director

Summary of the Role and Our Expectations:

The Registered Service Manager will take the lead in shaping and driving our Dudley services. These services support adults with learning disabilities, autism, physical disabilities, behaviours of distress and mental health needs, each person with their own personality, story and aspirations. Your role is to ensure every individual has the opportunity to live safely, meaningfully and with dignity, while enjoying genuine connections within their community.

As a visible, hands-on leader, you won't just oversee services from a distance, you'll know each people we support by name, understand their needs and ambitions, and build strong, trusting relationships with their families. By being present, you'll anticipate challenges, spot opportunities, and lead your team to deliver support that is truly person-centred and of the highest quality.

You will:

- Recruit teams carefully matched to the needs and preferences of the people we support.
- Bring out the best in your staff, leading and coaching senior colleagues and support workers to deliver safe, compassionate and effective care.
- Create a strong team culture, where staff feel valued, motivated and confident to provide outstanding support.
- Guarantee consistency and reliability, ensuring services run smoothly and flexibly respond to individual needs.
- Champion outcomes, helping people we support achieve their goals and live fulfilling lives.
- Lead with quality and compliance, ensuring CQC standards and commissioner expectations are not only met, but exceeded.
- Manage positively and proactively, preventing and resolving incidents while encouraging safe, positive risk-taking.
- Strengthen family and professional partnerships, offering excellent customer care to all stakeholders.

This role is about more than compliance and oversight, it's about leading by example, building services that feel like homes, and ensuring that every person we support can flourish.

You will support individuals to build confidence, develop their skills and take an active role in their local community. Our goal is to ensure that the people we support can proudly say:

- I live my best life in a place I call home
- I feel listened to, respected and valued
- I enjoy choices and rights and have control over my life
- I am supported to be safe
- I am doing the things that matter to me
- I enjoy relationships with others

- I am connected to my community
- I am supported with my wellbeing
- I feel able to reach my full potential

1. Staff Management:

1.1 To ensure that staff resources are deployed as efficiently and effectively as possible across the Dudley services.

1.2 To lead and manage staff so as to ensure that the highest levels of performance and standards of work are achieved. To ensure that staff understand and are committed to Creative Support's person-centred values and objectives.

1.3 To ensure that staff develop and sustain warm and trusting relationships with people we support promote their self-esteem, happiness and emotional health. To promote a high level of commitment and duty of care to people we support along with unconditional positive regard for each person supported. To support staff to maintain appropriate professional boundaries.

1.4 To ensure that all staff receive support, supervision and appraisal. To take appropriate support and corrective action to ensure that performance concerns are addressed proactively. To identify, reinforce and positively acknowledge good practice.

1.5 To ensure that staff training and development needs are identified and met and that services maintain up to date staff training matrix at all times. To participate in the planning and delivery of staff training. To carry out and record direct observations of practice to ensure that staff are caring, respectful, empowering and competent in their practice.

1.6 To organise senior staff meetings and ensure that these are used effectively to develop and improve services and to foster cohesive team working. To communicate agency policies and initiatives to staff and to brief staff regarding wider policy and practice issues.

1.7 To organise and manage the personalised recruitment and selection of staff, matched to the needs of people we support, ensuring a high level of people we support and family participation in the selection process.

1.8 To ensure that all new staff and any temporary/agency staff or students are fully inducted into the services; such induction to include: core values (eg dignity, respect) needs/risks of the people we support, support and activity plans, medication & health needs and any associated protocols, Health & Safety, fire prevention and safety, care of the physical environment, emergency procedures, duty of care in respect of health and wellbeing, operational policies, safeguarding and incident reporting procedures, whistleblowing and communicating concerns, internal/external customer care expectations, roles of other agencies, shift and rota requirements, shift leader role, timely submission of valid timesheets/expense claims, timekeeping and attendance expectations, absence reporting, positive team working and general standards of behaviour, conduct and professionalism.

2. Care and Support of People we support:

2.1 To ensure that staff encourage and support people we support to express their needs, views and concerns and enable people we support to make choices and decisions and to participate as fully as possible in planning and decision-making processes.

2.2 To ensure that staff fully respect and promote the rights and entitlements of people with disabilities and support people we support to access independent advocacy and advice.

2.3 To ensure that a holistic assessment of need is competently undertaken for each person we support prior to moving into the service and to review and update this on a regular basis. To ensure that all people we support have Individual Support Plans/PCP's which meet their identified needs. To monitor the content, implementation and effectiveness of plans. To ensure that all people we support have a key worker and co-worker.

2.4 To ensure that a comprehensive risk assessment is undertaken in relation to each person we support's history, current needs and activities. To devise risk management plans to reduce and manage identified risks. To promote a culture of positive risk management. To undertake a new risk assessment when there is a change in the individuals risk profile.

2.5 To facilitate meaningful person-centred reviews, which capture the views of the person supported and members of their Circle of Support, including family members and external professionals. To ensure that PCP reviews take place within 6 weeks of a person moving into the service and at six monthly intervals thereafter. To ensure that reviews are inclusive and dynamic processes which review all aspects of care and support, the person's quality of life, their experience of the service and outcomes achieved. To ensure that new aspirational goals are agreed and that short and longer-term plans are developed and implemented to achieve these.

2.6 To ensure that individuals who have additional needs, including physical health needs and disabilities, Autistic Spectrum Disorders, communication needs and mental health problems, are fully identified, assessed and fully responded to as appropriate.

2.7 To ensure that the communication needs of people we support are identified and met and that each person with communication needs has a personalised Communication Plan/Communication Passport. Where specific communication skills are required (such as Makaton or BSL) to support staff to acquire and develop these skills. To promote the use of communication tools and approaches (such as social stories, PECs, visual planners and communication boards). To encourage the creative use of assistive and personalised technologies to promote communication and active engagement.

2.8 To ensure that people we support receive effective, holistic support to meet their individual needs, drawn from the full range of external services available, as well as from resources available within the services. To ensure that each person we support has an identified Key Worker and Co-Worker for each people we support to co-ordinate their care and support.

2.9 To ensure that people we support are supported to develop socially valued lifestyles, including culturally and age-appropriate activities which build on their strengths, interests and aspirations. To enable people to access social, leisure, work and educational opportunities and to sustain an active programme of involvement in such activities. To promote community connections and inclusion.

2.10 To ensure that people we support are enabled to become as independent as possible and to maximise their confidence, competence and personal effectiveness. To achieve this by identifying and building on strengths and by developing skills and abilities through the provision of active support and skills training.

2.11 To work with people we support and their Circle of Support to develop programmes of meaningful activities in accordance with their needs, interests and risk profile and to monitor the implementation of agreed activities. To draw up guidelines to reduce/manage any risks associated with activities and to promote the people we support active enjoyment and participation in activities.

2.12 To contribute to the development and implementation of Positive Behaviour Support Plans and Guidelines as required, working in collaboration with Creative Support's PBS team and the wider Multi-Disciplinary Team. To coach staff in the use of appropriate strategies and interventions which are personalised to their needs and are least restrictive.

2.13 To ensure people we support receive all necessary advice, care and regular health checks to maintain their physical and emotional well being. To ensure that people we support receive health-related advice, support and regular primary healthcare checks. To promote the physical and mental wellbeing of people we support through promoting good nutrition, hydration, relaxation, exercise and active healthy lifestyles. To support the development of comprehensive Health Action Plans and specific health protocols where these are required to manage long term conditions.

2.14 To promote a warm and positive approach to the friends and families of people we support. To involve families and significant others in the planning of transitions and individual support, where this is in accordance with people we support's preferences.

2.15 To act as a role model providing skilled direct care and support to people we support. To guide and coach individual staff members and teams to follow support plans, agreed approaches and interventions. To encourage staff to promote people we support confidence, independence, and competence in all areas of daily living by utilising active support principles, life skills training and personalised coping strategies.

2.16 To ensure that staff observe and monitor the people we support's mental and physical wellbeing and to inform relevant staff and agencies of any concerns or significant changes in their needs, behaviour and circumstances.

2.17 To ensure that emergencies, accidents and incidents are responded to promptly and appropriately within Creative Support, CQC, HSE and local authority policy and reporting procedures.

2.18 To ensure that vulnerable adults and children are safeguarded from harm. To comply with Creative Support and the Council's safeguarding policies and procedures. To communicate any concerns regarding the safety or welfare of clients to Care Managers, family members and other appropriate agencies. To report concerns regarding vulnerable adults to the local authority, the Care Manager, and to the Service Manager/Service Director as well as to notify Head Office/Out of Hours Team. To put an immediate Safeguarding Protection Plan in place to ensure that vulnerable adults are safeguarded pending further follow-up with the local authority.

2.19 To contribute to capacity assessments and best interest processes alongside members of the multi-disciplinary team. Where restrictions are agreed as being in the best interests of the person supported to ensure that these are implemented, evaluated and regularly reviewed.

2.20 To ensure that staff carry out and record all financial transactions involving people we support within agency guidelines. To ensure that people we support are enabled to be as independent

as possible in the management of their personal finances. To ensure that they obtain their full benefit entitlement and are given advice and assistance in connection with budgeting, payment of bills and avoidance of debt.

2.21 To ensure that medication is administered and recorded as prescribed. To organise safe procedures for collection, storage and administration of medication with agency guidelines. To report side effects or failure to take medication to the prescribing doctor. To promote self-administration where this is agreed to be in the best interests of the person supported. To undertake regular medication compliance audits.

3. Management and Administration:

3.1 To be accountable for the overall quality of the Dudley services and ensure that they conform at all times with the service specification and the quality standards and expectations of the CQC, local authority commissioners and stakeholders.

3.2 To ensure that there are effective systems of audits in each service including audits of daily and weekly care records, medication records, incident, complaints and safeguarding concerns. To undertake audits and checks of these systems and to identify and implement any service improvements arising out of the audits.

3.3 To ensure that policies and regulations pertaining to fire, environmental health, lone working, general safety and security are understood and adhered to by all staff, tenants and visitors. To promote a high standard of health and safety awareness. To record and follow up accidents and incidents, take appropriate follow-up and preventative action and identify any learning arising from these. To ensure that staff undertake out daily and weekly health and safety checks in accordance with agency standards.

3.4 To encourage customer feedback, and suggestions for improving services and to promote a positive attitude to complaints. To ensure that complaints are fully investigated and proactively addressed and that timely and effective corrective and preventative actions are carried out.

3.5 To maintain effective administrative procedures and financial control systems in liaison with the Area Manager/Service Director and the Finance Department. To ensure that all matters pertaining to client finances are well managed within the framework of Creative Support's Policy '*Client Financial Procedures'* and to monitor carefully all financial arrangements and transactions.

3.6 To help develop and participate in monitoring and evaluation procedures. To prepare for and contribute to the formal review and inspection of the service. To collect and collate relevant statistical and qualitative information. To develop and participate in the evaluation of outcomes for people we support. To ensure that all agreed quality assurance checks and processes are carried out and to ensure that CQC standards and requirements are met at all times.

3.7 To assist the Service Manager/Service Director in the management of the service budget and to liaise with Creative Support's Financial Team. To ensure that petty cash and basic book-keeping procedures are maintained to the required standards.

3.8 To ensure that the accommodation and the general living and working environment is kept to a high standard and that all areas are attractive, clean, safe and well maintained. To ensure that repairs are promptly reported and followed up. To ensure that housing services are carried out to a high standard.

3.9 To ensure that the physical environment continues to safely and appropriately meet the needs and preferences of individuals. To advise on the need for improvements or adaptations where needed in liaising with appropriate professionals such as Occupational Therapists. To ensure that assistive technologies are used as creatively and fully as possible and that sensory and disability related needs are met.

3.10 To promote a positive and inclusive atmosphere in the service and in communal areas, encouraging people we support to treat each other with respect and consideration. To ensure that regular tenants meetings take place.

4. Joint Working:

4.1 To generate and maintain a customer focused ethos at all times and to ensure excellent working relationships with all professionals and external services in the relevant area.

4.2 To contribute towards effective joint working by maintaining high standards of liaison and communication and by participating in inter-agency forums.

4.3 To facilitate the involvement of people we support, carers and representatives in the management and development of the Service.

4.4 To promote Creative Support, its services and activities to people we support, carers, other agencies and the general public.

4.5 To deputise for the other Registered Manager and other senior staff as required, and to lead the service in their absence.

4.6 To take part in local, regional and agency-wide networks for promoting and developing good practice in areas such as Positive Behaviour Support, Transforming Care, and Health Promotion.

5. Other Duties:

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

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

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

5.4 To ensure that you and other staff, volunteers and students on placement comply with the following:

- Health and Safety policies
- Equal Opportunities Policies
- 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
- The Care Act 2014
- All Creative Support policies, procedures and guidelines for best practice

5.5 There is a requirement to support people we support with daily living skills and individual activities which will include moving and handling.

5.6 You will be required to work flexibly and this will include some weekends and evenings and this may include Bank Holidays. You may be required to carry out On-call and Duty Manager duties.

5.7 To identify own training needs in discussion with line manager and attend training events and courses as required.

5.8 Any other duties as required.

PERSON SPECIFICATION- REGISTERED MANAGER

Dudley Supported Living Service for adults with Complex Needs

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	At least three years relevant experience of supporting people with learning disabilities and/or autistic spectrum conditions.	Application & Interview	Essential
2	At least two years' experience of managing and supervising staff.	Application & Interview	Essential
3	A relevant professional or practice related qualification (such as NVQ/H&SC Diploma level 4 or 5).	Application & Interview	Essential
4	A degree or equivalent academic qualification.	Application & Interview	Desirable
5	Emotionally intelligent with a warm, positive and person-centred approach and the ability to build trusting relationships with people we support, their families, staff and partner agencies.	Interview	Essential
6	A demonstrable commitment to person-centred values and the ability to maintain an open, reflective and accountable culture underpinned by ethical practice, dignity and rights.	Interview	Essential
7	An understanding of the needs of people with a learning disability, autistic spectrum conditions and other needs.	Application & Interview	Essential
8	Knowledge of CQC requirements and care standards and the ability to embed these standard, agency policies and person-centred values across all services	Application & Interview	Essential
9	An understanding of the principles of person-centred active support and person centred practice.	Application & Interview	Essential
10	Knowledge of relevant legal and good practice frameworks (MCA, DOLS, MHA etc.) and ability to apply these to supported living.	Application & Interview	Essential
11	A commitment to open, ethical and accountable practice. A strong personal 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
12	An understanding of positive risk management and effective safeguarding practice	Application & Interview	Essential
13	Ability to lead, motivate, supervise and support staff and to coach and train staff and students on placement	Application & Interview	Essential
14	Ability to deploy staff effectively according to the needs of services users and to devise efficient staff rotas.	Application & Interview	Essential
15	Ability to set and communicate targets for staff and delegate effectively.	Interview	Essential
16	Experience of managing supported accommodation or other care environments to a high standard of safety and comfort.	Application & Interview	Desirable
17	Good written communication skills with the ability to write professional case summaries and reports and demonstrate excellent assessment and support planning skills.	Application & Interview	Essential
18	Emotionally intelligent and resilient with good interpersonal skills, including the ability to communicate persuasively and effectively and to actively listen to others and respect their views.	Interview	Essential
20	A good knowledge of mental and physical health conditions and the ability to develop Health Action Plans and specific health protocols	Application & Interview	Essential
21	Experience of managing successful transitions from and into services is essential.	Application & Interview	Essential

22	Ability to facilitate and contribute to Person Centred Planning and review processes and to formulate SMART goals.	Application & Interview	Essential
23	Knowledge of QA approaches and experience of auditing care records, reviewing and evaluating practice and service delivery.	Application & Interview	Essential
24	Good organisational skills with the ability to organise own workload effectively and to work independently	Interview	Essential
25	Ability to liaise professionally and collaboratively with families, the multi-disciplinary team and external agencies and to build positive community links and connections for people we support	Application & Interview	Essential
26	Commitment to anti-discriminatory practice and to providing services which respect the rights and needs of all individuals	Interview	Essential
27	Possession of good physical health and sufficient mobility to undertake moving and handling tasks as required	Interview	Essential
28	Possession of a current, clean driving licence and willingness to drive	Application & Interview	Essential
29	Willingness to work flexibly to meet the needs of the service, including evenings and weekends as required	Interview	Essential
30	Willingness to be part of the local on call and Duty Manager service on a rota	Interview	Essential

TERMS AND CONDITIONS – REGISTERED MANAGER
Dudley Supported Living Service for adults with Complex Needs

Salary:	**Up to £31,296 per annum**	
	Point One:	£14.89 per hour / £29,043 per annum
	Point Two:	£15.32 per hour / £29,868 per annum
	Point Three:	£15.64 per hour / £30,491 per annum
	Point Four:	£16.05 per hour / £31,296 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 (Up to 37.5 hours per week) including weekends and public holidays to be worked 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. It may be necessary to work occasional sleep-ins.

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

Birthday Holiday Bonus:
You 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.

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 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 eighteen 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

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.

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.

We Care 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.

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.