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Deputy Project Manager

Reference: 88497

Chorley and Wigan Learning Disability 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: 30th 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.

Yours faithfully,

Recruitment Department

All candidates are subjected to enhanced DBS checks

JOB DESCRIPTION – DEPUTY PROJECT MANAGER

Chorley and Wigan Learning Disability Supported Living Services

Hours: 37.5 per week (flexible - will include some evenings, weekends, public holidays, according to the needs of the projects, to be agreed with the line manager)

Responsible To: Registered Manager/Senior Operations Manager

The Role: Deputy Manager

To have responsibility for the overall operational management of 9 supported living services located in Wigan and Chorley, working alongside the Registered Manager. To deputise for the Registered Manager in her absence. To ensure that the service provided is responsive to the needs and preferences of service users. To ensure that all contract requirements and expectations are fully met.

The successful candidate will be based in one specific service 3 days a week and the other 2 days completing tasks and audits as requested by the Registered Manager.

To manage and supervise a team of Support Workers. Senior Support Workers and Service Co-ordinators, ensuring good practice and the highest standards of care and support are maintained at all times.

To ensure that service users receive individualised person-centred support which enables them to enjoy a fulfilling and valued life, to participate in the community and develop their skills/abilities. To ensure health, safety and well- being are paramount to practice.

To promote independence, choice, control and to support the service users to maintain good physical and mental wellbeing.

The Service:

There are 9 supported living services in the Chorley and Wigan area. The services provide support for between 1 and 5 people in their own homes.

Staff Management, Supervision and Administration:

1.1 To deploy and co-ordinate a team of Support Workers as efficiently as possible in relation to the needs and preferences of service users and their Personal Support Plans.

1.2 To provide staff with personal support, coaching, informal/formal supervision and to undertake regular appraisals.

1.3 To ensure that staff training and development needs are identified and met and that all training undertaken is recorded.

1.4 To ensure that staff understand and are committed to the values and objectives of the service and Creative Support.

1.5 To promote and nurture good practice and to coach staff regarding policy and practice issues.

1.6 To coach, train and supervise students on placements.

1.7 To organise the recruitment and selection of support staff, ensuring the involvement of service users.

Support of Service Users:

2.1 To assist the Registered Manager in responding to new referrals to the service, ensuring appropriate communications take place with referring agencies and potential service users and their families.

2.2 To undertake an assessment of a prospective tenants care and support needs and preferences, making recommendations with regard to the appropriateness and urgency of the referral. To participate in allocation panel meetings.

2.3 If required, ensuring that a full financial assessment of service users is carried out prior to their acceptance to the service.

2.4 To welcome new service users and their families to the service, to offer practical and emotional support in the process of moving in and to ensure that they are able to settle into their accommodation.

2.5 To maintain excellent communication with family members (as/when required) and significant others. To promote family involvement in the ongoing delivery of Personal Support Plans and activities. To work positively and collaboratively with families and carers in the delivery of support.

2.6 To agree an appropriate Personal Support Plan with each tenant, which takes account of their full ranges of needs, in conjunction with other agencies providing support. To ensure that these plans are regularly revised and updated and that case records are maintained in the required format.

2.7 To ensure all Support Plans are person centred and focus on individual strengths, wishes and aspirations of service users.

2.8 To support tenants to maintain personal and life skills and to work with them to establish a positive lifestyle and routine which includes social, leisure and recreational activities. To ensure that the activity programme is delivered as planned. To promote access to community resources as well as use of on-site activities.

2.9 To provide individual support in relation to counselling needs and to refer tenants for professional advice and counselling when the needs arise e.g. bereavement counselling.

2.10 To mediate between service users in the event of conflict and to ensure that good communications exist between service users.

2.11 To involve service users as fully as possible in decisions regarding their own support and the running of the service.

2.12 To ensure that personal care is provided in a way that protects individual dignity and respects choices and preferences.

2.13 To ensure that tenants have access to all primary and secondary health care services and to liaise effectively with healthcare professionals and agencies regarding the welfare and wellbeing of service users. To assist tenants in meeting their personal health care needs and maintaining a healthy diet and lifestyle through offering appropriate advice and support.

2.14 To advocate for service users in relation to other agencies and to ensure that they are able to access the services they need and that their rights and entitlements are respected. To refer to sources of external advocacy when required.

2.15 To liaise closely with the care manager and other members of the multi-disciplinary team with regard to the progress of service users.

2.16 To work positively with the local community and develop excellent links with key local groups.

2.17 To maintain effective administrative procedures and financial control systems in liaison with Registered Manager and the Finance Department.

2.18 To maintain excellent communication and effective partnership working with members of the multi-disciplinary team (MDT).

2.19 To assist in recording and investigating accidents and incidents within the service and to take appropriate follow up action.

2.20 To ensure that service users and families are aware of the Complaints Procedure and to assist in investigating and resolving complaints where appropriate.

2.21 To promote the safety and protection of vulnerable adults by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Salford City Council and Creative Support's Safeguarding Policies.

2.22 To help develop and participate in monitoring and evaluation procedures.

2.23 To assist in the formal review of the service at regular intervals. To collect and collate relevant statistical information including ethnic monitoring figures. To develop and participate in the evaluation of outcomes for the service users. To ensure that any quality assurance measures are implemented.

Health and Safety:

3.1 To be aware of and to implement Health & Safety regulations and procedures.

3.2 To ensure that all staff for whom the post holder is responsible, understand their responsibilities and are aware of any relevant policies and procedures with regard to health and safety. To ensure that all accidents, hazards and health and safety concerns are promptly reported.

3.3 To keep the first aid box well stocked and accessible. To act as the designated Senior First Aider for the Project, attending such training as is necessary to perform this role.

Other:

4.1 To provide regular verbal and written reports to line manager.

4.2 To accept regular support and supervision from line manager.

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

4.4 To comply with and to implement the Equal Opportunities Policy of Creative Support.

4.5 To maintain confidentiality at all times, in accordance with agreed policy

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

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

4.8 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 and may involve supporting people with personal care needs

4.9 In accordance with the Health and Social Care Act 2008, to actively participate in the prevention and control of infection within the capacity of the role.

4.10 Any other duties as required.

PERSON SPECIFICATION – DEPUTY PROJECT MANAGER
Chorley and Wigan Learning Disability Services

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1	Good interpersonal skills	Interview	Essential
2	Interviewing & assessment skills	Interview	Essential
3	Good written and verbal communication skills and ability to listen sensitively to others	Interview	Essential
4	A relevant health or social care qualification e.g. NVQ level 3, 4, 5 or equivalent	Application	Essential
5	Knowledge of service provision for adults	Application & Interview	Essential
6	Ability to work in a confident and assertive way with others	Interview	Essential
7	Ability to work in a flexible way, adapting to changing circumstances	Interview	Essential
8	Ability to organise and prioritise own work	Interview	Essential
9	Ability to coach, develop and provide leadership to staff and students on placements	Application & Interview	Essential
10	Ability to promote good practice with regard to the care and support of service users	Application & Interview	Essential
11	Ability to promote good inter-agency working and to gain the confidence and respect of other professionals	Application & Interview	Essential
12	Ability to support staff, promote team cohesion and motivate others	Interview	Essential
13	Commitment to the aims and principles of Creative Support	Application & Interview	Essential
14	Understanding of the Equal Opportunities Policy adopted by Creative Support and the implications for the Project	Interview	Essential
15	Experience of networking and liaising with a wide range of care professionals and agencies	Application & Interview	Essential
16	Experience of co-ordinating a range of services to individuals	Application & Interview	Essential
17	Experience of drawing up duty rotas and deploying staff in accordance with assessed needs	Application & Interview	Desirable
18	Experience of enabling others to acquire skills and independence	Application & Interview	Essential
19	Experience of leading/ working in a team and in groups	Application & Interview	Essential
20	Experience of dealing with conflict and difficult emotions	Interview	Essential
21	Experience of managing services, co-ordinating services and Supervising staff	Application & Interview	Essential
22	Warm, respectful and positive approach when working with service users	Interview	Essential
23	Willingness to work flexible hours according to the needs of the project/projects by mutual agreement	Interview	Essential
24	Willingness to attend training courses and events	Interview	Essential
25	Willing to participate in regular supervision with line manager	Interview	Essential

TERMS AND CONDITIONS – DEPUTY PROJECT MANAGER

Chorley and Wigan Learning Disability Services

Salary:	**Up to £14.35 per hour**
	Point One – £14.25 per hour (£27,787.50 per annum)
	Point Two – £14.35 per hour (£27,982.50 per annum)
Please Note: *Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.*	

Hours of Work:

Full time hours are 37.5 per week. To be worked flexibly on a rota which will include evenings, weekends and public holidays according to the needs of the service.

Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Level 2 and/or Level 3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Level 2 and/or Level 3 Health and Social Care Diploma, as a condition of their employment if you already hold NVQ 2 health and social care or equivalent qualification you will not need to do the award again, but we may support you to undertake a level 3 or other relevant qualification at our cost.

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.

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 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 four weeks at half pay.

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

Life Assurance:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:
- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

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 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 are provided will be dependent 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.