

Head of care job job pack

Title	Head of care
Hours	37 hours per week. This post comes with an on-call requirement and out of hours working including evenings, overnights, and weekends
Salary	£42,000 per annum plus on call and out of hour enhancements
Accountable to	Director of operations
Responsible for	Senior and care team managers and care booking advisor
Based	Hybrid worker with days to be worked in the office and at home as agreed with line manager, with some travel to our other office locations and across our region as required

About Caring Together

Carers are the invisible backbone of our health and social care system. They deserve acknowledgement and support. This very much summarises our purpose.

In 2013 we were an organisation with a turnover of around £2m and providing services to carers across Cambridgeshire. Today we are a £4m organisation, supporting 30,000 carers each year across Cambridgeshire, Peterborough and Norfolk. We employ 150 staff and have a growing number of volunteers adding huge value to our work. This year we will celebrate our 40th anniversary.

Over recent years we have brought focus to our core activities of:

- Providing breaks from caring which includes regulated homecare.
- Planning ahead, including in the event of an emergency.
- Providing training and equipping carers with skills and knowledge to help in their caring role.
- Specialist information and advice and supporting carers to access their rights and entitlements.
- Someone to talk to.
- Raising awareness in the community with health, social care and education professionals and employers.

We are a network partner of Carers Trust which brings opportunities to access corporate grants and ensures that the experience of carers is used to determine

national policy. We are also members of Carers UK who are the leading campaigning organisation on carer issues.

We pride ourselves on being an excellent employer. In our 2021 staff survey 86% said they felt proud working at Caring Together. We have been able to maintain our status as a living wage employer and are committed to supporting our people to develop, offering opportunities to undertake learning and development and time off to maintain their networks and professional qualifications.

We offer 25 days annual leave with an additional day awarded after five years' service, and an employer pension contribution of 4%. We encourage flexible working to enable our people to balance home and work life and have a strong focus on positive mental health and wellbeing.

Our people

We employ around 150 people with approximately 50% of those delivering homecare in local communities. We are supported by a growing number of volunteers who in the last year contributed over 2,000 hours of their time to our work.

About the role

We are looking for an experienced, inspirational and dedicated leader for our homecare service who engenders a culture of performance, creativity and teamwork.

You will lead the care team with the requirement to be the CQC registered manager and deputising as the designated safeguarding lead in the absence of the director of operations. You will be responsible for planning, designing and delivering a planned programme of training to both unpaid and paid workforce, responsible for maintaining CQC training compliance.

Your key focus will be on the provision and growth of high quality, cost effective private homecare services, supporting the delivery of responsive, tailored family support and providing responsive, quality training ensuring we are compliant at all times.

Key accountabilities of the role

Strategic leadership and service development

1. Strategic planning and leadership of the homecare service always considering the CQC regulatory framework, safeguarding procedures and best practice in homecare provision.
2. Delivery of profitable care services ensuring sufficiency of staff numbers, efficient operational processes, and effective support systems.
3. Identification of opportunities to develop homecare provision to enable longer term growth.

4. Contribution to organisational strategic and operational planning in conjunction with the director of operations.
5. Ensuring that carers and people with care needs are regularly consulted about the support they receive and that their views are integral to service development.
6. Design and provide training to maximise individual and team potential, including coaching, mandatory social care training, observations, and workshops as well as individual specialist support, assessing trainee learning.
7. Be the Caring Together training expert, providing updates and new regulations and day to day advice and support on specific practice queries.

Management

1. Responsible for the effective management of the senior care team managers, care team managers and care booking advisor, their performance and development, supporting them and their teams to deliver 'outstanding' care services across their areas.
2. Responsible for accurate and timely performance and contract reporting to the director of operations.
3. Participation in senior out of hours on-call rota and regular on-call as required to cover any potential emergency as well as to ensure on call remains fit for purpose.
4. Overall responsibility for ensuring compliance of the mandatory care training of care workers and volunteers and support for the delivery of training to carers.
5. Responsibility for effective homecare workforce planning, ensuring that systems and processes for effective recruitment, deployment and management of staff are implemented.
6. Participate in the development, review and implementation of relevant policies and processes.
7. Help develop and maintain consistent guidance, templates, and frameworks on our systems, including the website.
8. Support the organisation as an expert in the use and management of My Learning Cloud platform.
9. Responsible for the care team training budget, planning, and managing appropriately, reporting, and highlighting areas of concern in a timely manner to the director of operations.
10. Supporting the director of operations in change management, delivering change positively and professionally.

Compliance and reporting

1. As the CQC registered manager, responsible for ensuring compliance with all regulatory guidelines and regulations seeking continuous

improvement in CQC ratings. To be the deputy safeguarding lead for children, young people, and adults for the charity, ensuring policies and procedures ensure the highest standards of practice.

2. Track and report on training compliance KPIs, proactively and promptly reporting/addressing areas of concern
3. Carry out quarterly audits across the regions, ensuring highest standards of practice are maintained.
4. Be the nominated child sexual abuse and exploitation lead, mental capacity and liberty protection deputy safeguarding lead in the absence of the director for the charity ensuring policies and procedures ensure the highest standards of practice working with the director of operations to update and maintain compliance
5. Actively set, track, review, and report on KPIs, taking necessary action to ensure that contracts are fulfilled, and performance targets are achieved within budget.
6. Report monthly to the director of operations on targets for growth and sustainability of provision of care.
7. Liaise with commissioners on new and existing service agreements, providing data, reporting accurately and on time and attending contractual meetings as appropriate. Using data to implement service improvements.

Teamwork

1. Work closely with senior managers and the executive team to deliver strategic aims, actively pursuing opportunities for growth and innovation.
2. Working with managers, lead on the induction of all paid and unpaid starters ensuring training is supportive and compliant with CQC and organisational standards.
3. Meet individual targets, while contributing to team and organisational targets
4. Be proactive in establishing and maintaining effective relationships with internal teams to achieve the aims of the charity.
5. Be an ambassador for cultural change, including embedding behaviours, championing and role modelling positive and inclusive behaviours.
6. Be a champion in promoting equality, diversity and inclusion across our services and within staff teams.
7. Work at all times within the philosophy and policies of Caring Together.
8. Undertake any other duties that may be considered commensurate with the level of the post.

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

Head of care

Person specification

Requirements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ level 5 diploma in leadership for health and care or equivalent or; • Relevant social work qualification or; • Degree related to social care. • AET/PTLLS training certificate. • Qualified to deliver varied medical training to include first aid at work, moving and assisting, PEG training. • Train the trainer accreditation. • Internal Quality Assurance Assessor (IQA). 	
Experience and knowledge	<ul style="list-style-type: none"> • At least 2 years' experience of delivering training to a wide audience, including volunteers and families. • Demonstrable experience of designing and delivering a range of training materials. • A minimum of 3 years' experience as a CQC registered manager leading a good/outstanding service within a healthcare or domiciliary care setting. • Comprehensive knowledge and understanding of the CQC regulatory framework, safeguarding procedures and best practice in homecare provision. 	<ul style="list-style-type: none"> •

	<ul style="list-style-type: none"> • Demonstrable experience of working at senior management level with a focus on care strategy. • Experience of engaging with a diverse range of stakeholders. • Demonstrable experience of business development within social care. • Experience of budget planning, budget management and understanding of financial information. • Experience of submitting budget reports, highlighting areas of concerns as well as growth. • Knowledge of managing and delivering across various contracts. • Experience of developing private homecare across counties/boroughs. • Demonstrable experience of encouraging an equal and diverse team. • Demonstrable experience of change management. • Experience of recruiting and supporting staff, objective setting and performance management. • Experience and confidence in Microsoft programmes (Word, PowerPoint, Teams). • Good excel skills with the ability to assimilate data and use it to inform decisions. 	
<p>Skills and abilities</p>	<ul style="list-style-type: none"> • Remain calm under pressure and positively influence the behaviours of colleagues. 	

	<ul style="list-style-type: none">• A strong leader with an ability to inspire others to be creative and problem solve.• Confidence in public speaking and presenting.• Excellent communication skills, both written and verbal with the ability to communicate across a variety of audiences.• Ability to influence and promote a positive workplace culture.• Ability to work productively with a range of people and to build strong teams.• A sharp commercial focus.• Good decision-making skills.• Ability to spot opportunities for growth and innovation.• Ability to learn from experience and continuously improve the service.• Ability to multitask and prioritise.• Ability to plan ahead building capacity and capability accordingly.	
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Application and recruitment process

Closing date and interview	Please note this is being run as a rolling recruitment process. We will be assessing applications, shortlisting, and offering interviews as the applications are received. The job will close once a candidate has been appointed.
Start date	The post is available immediately, on a full-time, permanent basis.
Referees	The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.
Proof of qualifications	The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.
Working hours	Normal working hours are between 9.00am and 5.00pm, however Caring Together is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. The successful candidate may be required to work flexibly at evenings and weekends at times.

Benefits

Full details of the benefits of employment will made available to the successful candidate.