

Care Contracts Manager (Cambridgeshire) job pack

Title	Care Contracts Manager (Cambridgeshire)
Hours	37 hours per week plus out of hours on call duties (Monday-Friday 9am-5pm although flexibility needed to meet the needs of the role)
Salary	£32,000 plus supplements for on call duties
Accountable to	Head of Care
Responsible for	Management of contracts and Rapid Response team in Cambridgeshire
Based	Hybrid role with St Ives as office location

About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together is an ambitious regional charity that provides emotional and practical support, information and advice to carers of all ages and their families, as well as opportunities to take a break from their caring role.

Our vision is of a world in which all carers have choices.

About the role

At Caring Together, we support unpaid carers across Cambridgeshire. As part of our Care team, we are looking for someone to support the day-to-day management of key contracts which provide support through emergency responses to situations, including:

Hospital discharge

- Working closely across Cambridgeshire and Peterborough multi-disciplinary teams to help improve the discharge to assess process and outcomes for patients, carers, and staff.
- Working closely between reablement and discharge teams to ensure we have that important role in speeding up discharges when involved at an early stage with the patient.
- Assess need and support with the patient's ongoing health and social care needs, short and long-term.
- Refer/advise to our internal and external services as appropriate.

Breaks for carers

The service ensures that carers have the time and space to have a break and attend other services by providing:

- One-to-one support and personal care for their cared for.
- We will support individuals with a range of care needs including those with Alzheimer's, learning disabilities and physical disabilities.
- Rapid Responders will deliver the What If? Plan, enabling carers to have peace of mind in the event of an emergency.
- Carers and the cared for will not be left in crisis by working with them to agree a plan after the 72-hour contracted What If? Plan period ends. We provide a 24/7 service through our emergency on call system.

We are looking for a motivated individual who can manage and support our countywide team of Rapid responders who deliver these services whilst also maintaining communication with all stakeholders, as well as people receiving our services and maintaining our systems, including recording and reporting.

Key accountabilities of the role.

1. To support the management of contracts including ensuring viability and sustainability, completion of accurate reporting and adherence to parameters set.
2. To work alongside the Head of Care as directed to undertake tasks in line with the charities aims and objectives and strategic direction.
3. To manage a team of Rapid Responders to ensure safe and effective delivery of care to our customers and carers.
4. Ensure our contracts in Cambridgeshire are delivered in accordance with the KPIs, remaining cost effective while delivering a high-quality service.
5. Taking responsibility for recording and reporting through our customer relationship management and planning systems.
6. To ensure team receive regular supervision, appraisal, and direct observations and to keep an accurate record of said supervisions/appraisals and observations.
7. Ensure customers and carers are referred and/or signposted to internal and external services as appropriate.
8. To participate in the on-call rota, monitoring and answering calls, including overnight cover to provide a service that can be accessed 24/7.
9. Work with Care bookings manager to ensure that capacity is monitored, and referrals are actioned as per the KPI's for each contract.
10. Work with the Care bookings manager to ensure staff are working within their agreed availability and that overtime is monitored, recorded and authorised.
11. Recognise and report incidents including safeguarding concerns in line with charity policies and procedures.

12. Respond initially to complaints and concerns raised by families/individuals and to escalate to the Head of Care for investigation and resolution where needed.
13. Work closely with the People team, learning and development and Head of Care to ensure care staff are compliant with mandatory training requirements and new training opportunities are sourced and utilised.
14. Attend meetings as needed/required both internally and externally including but not limited to case reviews, safeguarding meetings, group supervisions and managers meetings.
15. Provide flexible cover for colleagues in the event of annual leave, sickness and changing priorities working as part of a caring team.
16. Attend training courses as directed by your own identified learning needs and/or identified by the Head of Care.
17. To carry out other ad hoc projects or tasks of a similar nature, at the discretion of the Managers and Trustees of Caring Together Charity.

Caring Together Charity 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.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

Care Contracts Manager (Cambridgeshire)

Person specification

Requirements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> NVQ Level 3 in Health and Social Care. 	<ul style="list-style-type: none"> Nursing or similar diploma or degree. NVQ Level 5 in Health and Social Care. Designated Safeguarding Officer.
Experience and knowledge	<ul style="list-style-type: none"> Minimum of 2 years' experience of delivering or coordination of care in a domiciliary setting, care home or hospital setting. Previous experience of managing care workers/ care staff. 	<ul style="list-style-type: none"> Experience of delivering and assessing the care certificate.
Skills and abilities	<ul style="list-style-type: none"> Highly organised with good attention to detail. Excellent written and verbal communication skills. Ability to write/ compile clear and concise reporting. Excellent organisation and time management skills with the ability to prioritise complex tasks against deadlines. Good IT skills and familiar with customer relationship management systems. Ability to maintain a calm approach when faced with conflict. Knowledge of legislative frameworks relating to personal care and delivering regulated activities. 	<ul style="list-style-type: none"> Additional training in management and leadership. Advanced skills in IT including excel and Microsoft.
Personal attributes	<ul style="list-style-type: none"> Able to work as part of a team and under own initiative. 	<ul style="list-style-type: none"> An enthusiasm for and understanding of carer issues.

	<ul style="list-style-type: none"> • Flexibility to work unsocial hours as the role demands. • Able to work under pressure and cope well with change. • Able to work with stakeholders at all levels. • A diplomatic approach. • Self-motivated and committed to achieving the ambition of the charity. • UK driving licence and own transport. • Willingness to travel across the region on a regular basis. 	
--	--	--

Application and recruitment process

Closing date	The closing date for this post is 15 June 2025.
Interview	It is anticipated that interviews for this post will take place in June 2025.
Start date	The post is available as soon as successful applicant is onboarded, 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 be made available to the successful candidate.