



Candidate Brief

for the position of

Registered Care Home Manager

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June 2017

Thank you for your interest in this exciting management role with Keychange Charity in Wimbledon.

Further information about Keychange Charity can be found on the website;
www.keychangecare.org.uk

Our shortlisting is based on the Person Specification. We will then invite shortlisted applicants for assessment and interview based on the Job Profile.

Good leadership is fundamental to the delivery of excellent social care and support. It makes a significant difference to the lives of people who use services, to local communities, to employers whatever their size, and to their staff. Supporting the development of leadership at all levels is crucial to the transformation of social care. Keychange Charity has chosen to work to the Leadership Qualities Framework created by the National Skills Academy for Social Care (<http://www.skillsforcare.org.uk/>)

Closing Date: 12.00 midnight on Sunday, 2nd July 2017

Interviews will take place in Wimbledon: Wednesday, 12th July

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Our vision

Inspired by the Christian ethos, to give loving care and support of the highest standard to each person in our care, and to be a voice for vulnerable people.

Our values

Keychange seeks to witness Christianity through practical care. The Charity is a provider of residential care for older people, and support and accommodation for vulnerable people.

We seek to create communities with a Christian ethos, where staff and volunteers are enabled to give the best of care and Christian love.

Our Christian ethos challenges us to provide care and support that meets, and then exceeds, the minimum regulatory standards required by local and national government.

Organisation Profile

Keychange is a charity underpinned by strong charitable objects which are:

- 1) The advancement of the Christian religion
- 2) The relief of persons who are in need by reasons of their age, infirmity or financial circumstances
- 3) The promotion by such means as are consistent with the new life in Christ Jesus our Lord of such other charitable purposes in accordance with the doctrinal basis of the Charity.

Keychange Charity presently provides 11 Care Homes for older people, 2 outreach hostels for homeless young people and one leasehold scheme for older people. These activities are all supported from a head office based near Waterloo in London.

The largest proportion of Keychange's activity is provision for older people providing accommodation and support for 260 people within the Residential Care Homes. It works with the Care Quality Commission and Local Authorities to provide a high standard of care for people. The homes are located throughout the United Kingdom in areas such as Torquay, Sidmouth and Plymouth in Devon, Gloucester in the west, Southampton, Tunbridge Wells in Kent, Wimbledon in Surrey, East Worthing and Southwick in West Sussex and Wallasey on Merseyside.

The outreach hostels are at Reigate in Surrey, and at Exeter in Devon and provide homeless accommodation for young people who have been unable to access accommodation through other means and who are given a home and a future through the work of the teams, in conjunction with Local Authority partners and other agencies.

Keychange currently employs c. 400 people who are predominantly staff providing direct care. In addition we have support staff who provide skills in administration, catering and maintenance, as required.

The turnover of Keychange Charity is just over £8m. Keychange is a registered charity and a company limited by guarantee. It is governed by a Board of Trustees/Directors. News and more information concerning Keychange can be found from the website: www.keychangecare.org.uk

The Christian Ethos Statement of Keychange Charity is as set out below:

Keychange has a broad, generous and inclusive Christian ethos, welcoming people from all faiths and none to work together towards the good of the whole community. We see the whole person as 'made in the image of God'; Genesis 1:27 in the Bible says: **So God created mankind in his own image, in the image of God he created them; male and female he created them.**

The Bible also tells us we are **“fearfully and wonderfully made”** (Psalm 139:14). God knew us before we were born. In the Christian understanding, each unique human being has the potential for hope and service of others. A Keychange Community should encourage this in everyone.

We believe that communities should be places of inclusion. Everyone has the right to a full and independent life. We therefore work to overcome disabling barriers and support the physical, emotional, spiritual and social needs of all we meet.

The needs in our society can be complex, but when members of a community work together and care for the whole person, much can be done to improve life outcomes. Our Christian ethos has an impact on how we support those we serve, their families and friends and how we treat each other as employees and volunteers.

Our values are drawn from the Statement of Faith and help describe the Christian Ethos to which we aspire.

Our Christian Ethos is evident when we are known to be:

- **Valuing the Individual:** **“All are equal”** We respect the equality and unique value of every individual and create opportunities for people to fulfil their potential.
- **Striving for Excellence:** **“Only the best will do”** We seek to deliver services of the highest possible quality and constantly improve through listening, reflecting, learning and action.
- **Seeking Justice:** **“Justice for all”** Working closely with vulnerable and disadvantaged people, we must challenge injustice, using our experience and knowledge to achieve change.
- **Working in Partnership:** **“Working together”** Working together with vulnerable people and their families, local communities and other organisations, we place the individual's needs at the heart of our services. In all our relationships we act with integrity, being open, honest and transparent.
- **Judicious use of resources:** **“Waste not want not”** We exercise responsible stewardship, making the best use of all of our resources and aim for the highest environmental standards in all we do.
- **Investing in People:** **“People first”** We value and invest in our staff and volunteers, developing their skills and confidence, inspiring and motivating them to find real meaning and purpose in their roles.
- **Relating to the wider community:** **“Playing our part”** Keychange endeavours to allow our Christian ethos to shape how we relate to the larger society, including the many financial and community organisations we are in contact with.

Job Profile

Line Manager: Operations Manager

Job Summary

Based in the Care Home, the role will be responsible for the management of the care home supporting people and developing the Christian ethos.

The role includes leading on all aspects of service delivery and development including person-centred care, budgetary control, staff management, ensuring a safe environment and promoting the service in the community.

General Aspects of the Role

The manager will ensure that the service is delivered in a way that is:-

1. Safe
2. Effective
3. Caring
4. Responsive and
5. Well led

In addition the manager will deliver excellence through:-

- Leading locally on research and on best practice development ensuring that the service responds to the changing care environment in line with the Charity's strategic direction.
- Developing and introducing cost reduction mechanisms and improved efficiency that delivers service excellence.
- Maintaining positive relationships with the community and outside bodies at all times, as representative of the charity upholding its values, Christian ethos and charitable objects.
- Networking through attending meetings and conferences, preparing and sharing good practice.
- Other duties as reasonably required by the organisation

Core Duties and Responsibilities	% age of time
1. To lead in care management through assessing prospective residents, arranging admissions, maintaining records and ensuring a multidisciplinary approach to care. Supervising and monitoring all aspects of care delivery.	50%
2. To manage the home on all operational matters relating to the built environment. To ensure that the service is safe and that standards are understood and implemented enabling the best possible service delivery whilst ensuring that budgets are adhered to.	20%
3. Ensuring that policies are fulfilled in accordance with the aims of the Charity including the Operations and Procedures Guide assisting in the proposal, development and implementation of all policies.	10%
4. To conduct performance appraisals of senior staff and to ensure that supervision and performance management is regularly undertaken for all staff. To ensure and direct staff selection and recruitment and take investigative and/or disciplinary action if and where required.	5%
5. To influence and deliver Key Performance Indicators as agreed with the leadership team.	5%
6. To ensure the objects of the charity are pursued at all times, encouraging a Christian ethos and the advancement of the Christian religion.	5%
7. To work in co-operation with other managers and to inform colleagues of operational trends and potential difficulties and/or possible effect on Keychange and to suggest options which will enable Keychange to continue operating in an environment of continuous improvement.	5%
	100%

Person Specification

- Effective communication skills as the lead and advocate for those in your care.
- A commitment to your own professional development and that of your team.
- Excellent leadership and organisational skills.
- IT literate
- Committed to delivery of customer service excellence, engagement and involvement
- To ensure that the objects of the charity are pursued at all times, encouraging a Christian ethos and the advancement of the Christian religion
- Conversant with current legislation and committed to best practice.

Benefits:

Salary: Dependent on skills and experience up to £35,000 p.a.

Hours of Work: 40 hours per week – mainly Monday to Friday.

Holidays: 25 days per annum.

Sick Leave: There is an occupational sick pay scheme after the probation period. In the event of illness, payment up to four weeks' full salary per annum, and thereafter at the discretion of the Chief Executive or Statutory Sick Pay.

Probation & Notice Periods:

The appointment is subject to references and will be based on a 6 month probationary period when the notice will be 4 weeks. Completion of probation is subject to achievement of agreed objectives including registration with the Care Quality Commission. Once confirmed in post the notice will be 3 months.

Pension: Keychange Charity has its own optional contributory scheme, and Legal & General is the scheme provider.

Equal Opportunities:

Keychange Charity has an Equal Opportunities Policy and all staff are expected to be aware of their responsibilities arising from it. The Policy seeks to integrate the spirit of equal opportunities with its employment practices and to promote positive action where this is possible.

Police Checks:

This post is exempt from the Rehabilitation of Offenders Act and you are therefore obliged to declare any criminal convictions or cautions, even those regarded as "spent" for other purposes. Failure to declare a conviction may disqualify an application. The post is subject to a Disclosure and Barring Service check, satisfactory to Keychange.

Medical Checks:

The duties of this post require that a medical report is received before an appointment is confirmed.