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**Job pack**

**CQC Registered Manager**

March 2022

Dear Applicant,

# Re: CQC Registered Manager

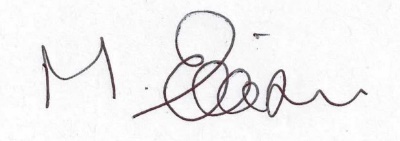
# Thank you for your interest in response to our advertisement for the above position. I have pleasure in enclosing the following:

* Job description and Person Specification
* Background information about Age UK Bromley & Greenwich

# I look forward to receiving your completed application form no later than midnight on Sunday 1st May. Interviews will be the week 9th May 2022. Candidates shortlisted for an interview will be contacted by email and or telephone so please include an email address and mobile telephone number or any other telephone number where you can be reached.

# Thank you for your interest in this role.

# Yours sincerely,



Mark Ellison  
**Chief Executive**

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| --- | --- |
| **Job Title:** | CQC Registered Manager |
| **Reporting to:** | Health & Wellbeing Manager |
| **Responsible for:** | Sitting Service Administrator  Sitting Service Operatives  Services Administrators  Clip it Assistants |

**JOB PURPOSE:**

To lead on the co-ordination of the CQC Registered Sitting Service and Nail clipping service to facilitate safe and timely discharges and prevent or avoid re-admission to hospital when it is safer to receive care and support in a person’s own home. To adhere to the requirements outlined as a CQC Registered Service provider. To manage the sitting service team, and to oversee any recruitment, training and development needs whilst providing capacity to deliver a 24/7 service. To Manage Our CQC registered Clip IT nail cutting service, ensuring compliance with our registration.

**Main Duties and Responsibilities**

**Sitting Service**

* Receive, prioritise, cross reference all referrals received for the Sitting Service checking against eligibility criteria for the service and allowing flexibility when appropriate.
* Gather further information to help with prioritising risk levels and liaise with referring health professionals in hospitals, Transfer of Care Bureau, Community Health Services and Social Services.
* Build positive joint working relationships with relevant staff at the Princess Royal University Hospital- based there at least once a week. Attending the MDTs and other appropriate meetings.
* Promote and grow the service within the PRUH and seek out opportunities to present the services to staff at the hospital.
* Continuously review the running of the service with a dynamic approach to how it is best run.
* Allocate staff based on their availability and the requirements of the referral for the service user
* Where further support is needed after initial 24 hours ensure a seamless hand over /inter referral to the Hospital after care service or refer to statutory services to ensure continuity and client safety.
* Ensure a rota is in place that has capacity to deliver a service that meets the Key Performance Indicators.
* To be part of the ‘Manager on call’ rota every month to support staff and the clients for their safety in case of an emergency during a 24 hour sit.
* Within available resources arrange internal and external training sessions for self and sitting service workers in essential skills, knowledge and policies to include,
  + Safeguarding
  + Moving & Handling people
  + Minor equipment & adaptation provision
  + Personal Care provision- Inclusive of Dignity in Care
  + Assistive Technology equipment
  + Food hygiene
  + Medication policies-
  + Equality & Diversity
* Working in conjunction with the Health & Wellbeing Manager ensure the service continues to meet and evidence the CQC requirements underpinned by the 5 key CQC principles of the Sitting service being safe, effective, caring, responsive and well-led.
* Linking with ICNs, our in-house Handyperson services to ensure preventative functions are also given a high priority to reduce demand on hospital admissions, A&E and ambulance visits and pressures on Social Care services.
* Take timely and appropriate action to address unsafe hospital discharges.
* Ensure accurate and timely data on performance, KPI’s and missed targets is accurately collected and risks identified, and senior managers are alerted in real time.
* Evaluate the service for the quarterly reports
* Ensure accurate and timely records of clients supported and actions taken are always maintained.
* Oversee the Carer Respite Service as and when the service is required

**Clip it Service**

* To over see administration of the Clip It Nail cutting service
* To ensure the service continues to meet the and evidence the CQC requirements underpinned by the 5 Key principles of the service being safe effective, caring, responsive and well-led.
* To grow the service in both Bromley and Greenwich.
* Ensure accurate and timely data on performance, KPI’s and missed targets is accurately collected and risks identified and senior managers are alerted in real time.
* Evaluate the service for the quarterly reports
* Ensure accurate and timely records of clients supported and actions taken are maintained at all times.

**General**

* To frequently use an excellent range of verbal and non-verbal skills to communicate sensitively and empathically with people and their families/ carers to progress all aspects of their support.
* To be responsible for the supervision of and support to junior staff including organising team meetings.
* Co-ordination and allocation of cases to all staff involved in the service in order to meet service targets on a daily basis.
* To have responsibility for the health, safety and welfare of self and those you supervise/support and to comply at all times with the requirements of health and safety at work regulations (Act 1974), including lone working and incident reporting.
* To ensure compliance with the requirements of the Data Protection Act 1994 and associated procedures.
* Ensure that all duties and responsibilities are discharged in accordance with Age UK B&G policies and procedures, code of conduct and relevant regulations and legislation, including data protection and confidentiality. To comply with Age UK B&G equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.
* To work within and fully comply with the policies and procedures of Age UK Bromley & Greenwich.
* At all times to maintain the professional integrity and reputation of the Charity and represent their main interests in any dealings with other bodies, groups and individuals.
* To undertake any other duties which may from time to time be required, and to participate in other events as requested by line manager.
* To undertake any other duties commensurate with the purpose and remit of the post.

All duties and responsibilities must be carried out in line with requirements of Data Protection Act, Equalities Act and with due regard to own and others’ health & safety.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**Sitting Service Coordinator  
 PERSON SPECIFICATION**

**Assessment will occur via application and interview**

**Note to candidates**

Any criteria marked (A) will be used for short listing purposes.

You should attempt to describe how you meet these criteria in the ‘General Experience and Further Information’ section of the application form, giving examples where possible. Only candidates who can clearly demonstrate how they meet these criteria will be offered an interview.

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Education/Qualifications** |  |  |
| NVQ Level 4 or above in Health & Social Care (A) | **X** |  |
| A professional Health or Social Care qualification |  | **X** |
| **Experience** |  |  |
| Experience of working with people with disabilities and/or frail elderly people in the statutory or voluntary sectors (A) | **X** |  |
| Experience of engaging and communicating with older people and their families and carers to carry out assessment of needs and risks to achieving person centered outcomes (A) | **X** |  |
| Experience of finding solutions to difficulties people experience in carrying out activities of daily living and maintaining personal hygiene | **X** |  |
| Experience of recruiting, induction, training and developing staff members new to the service to build up capacity and skills required to deliver a borough wide sitting service. (A) | **X** |  |
| Experience of building positive working relationships with multi-disciplinary professionals and integrated working. (A) | **X** |  |
| Experience of supporting, supervising, and developing team members. (A) | **X** |  |
| Experience of communicating both verbally and in writing with a wide range of internal and external partners (A) | **X** |  |
| Experience of working within a hospital or with Hospital staff |  | **X** |
| **Communication Skills** |  |  |
| Excellent oral and written communication skills, and able to communicate at all levels and build strong professional relationships internally and externally | **X** |  |
| **Skills, knowledge & abilities** |  |  |
| Awareness and knowledge of conditions and age related frailty that may impair a person’s health & wellbeing, independence and safety. (A) | **X** |  |
| Working knowledge of national policies and legislation relevant to Health & Wellbeing including safeguarding procedures. (A) | **X** |  |
| Knowledge of recent research and national and local policies on role of Third Sector in delivering Health& Wellbeing services. |  | **X** |
| Delivery of value for money interventions to optimise positive outcomes for the person. |  | **X** |
| Awareness of resources and services available from statutory, voluntary and other sectors. (A) | **X** |  |
| Systemic approach to recording work accurately and timely. (A) | **X** |  |
| Have or working towards increasing competencies and knowledge of tools required to successfully take Age UK B&G into becoming a CQC registered service. |  | **X** |
| **Line Management and Team Working** |  |  |
| Able to work independently and cooperatively as part of a team | **X** |  |
| Experience of managing staff |  | **X** |
| Experience of working in a team setting |  | **X** |
| **Personal attributes** |  |  |
| Ability to bring creative solutions to problems. | **X** |  |
| Dynamic approach to work |  | **X** |
| Demonstrate a real commitment to equality of opportunity | **X** |  |
| Good understanding and empathy of all older people | **X** |  |
| Reliable and good time keeping | **X** |  |
| Able to work flexibly |  | **X** |
| **Information Management and Technology** |  |  |
| IT Literate (A) | **X** |  |

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| --- | --- | --- |
| **Travel** |  |  |
| Ability to travel across Bromley and Greenwich boroughs | **X** |  |
| Full UK driving license |  | **X** |

**TERMS & CONDITIONS OF EMPLOYMENT**

|  |  |
| --- | --- |
| **Salary** | £32,000-£34,000 per annum depending on experience |
| **Pension** | All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government’s minimum standards (currently 5% employees and 3% employers). |
| **Hours** | 37.5 hours per week  Normal working week is Monday to Friday 9:00 till 17:30 with up to one hour unpaid lunch break.  The nature of the role is such that some flexibility and additional hours may be required from time to time, including some evening or weekend work. Time off in Lieu will be granted for extra hours worked in the evenings or weekends.  Overtime payments are not normally made except for on call. |
| **Annual leave** | 27 days per annum (2 days allocated over the Christmas Period). + 8 public holidays |
| **Based at:** | The post holder will be primarily based at Community House, Bromley. They will be required to travel to other parts of the boroughs |

**Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

**Benefits**

Staff benefits include a work place pension with matched contribution, 27 day’s annual holiday plus up to 8 public holidays for full-time staff and pro rata part-time, training opportunities and regular supervision to support you to undertake your job.

**ABOUT AGE UK BROMLEY & GREENWICH**

[Age UK Bromley & Greenwich](https://www.ageuk.org.uk/bromleyandgreenwich/) is the trading name of Age Concern Bromley a registered charity and company limited by guarantee. Age Concern Bromley was established in 1965 and Age Concern Greenwich merged with it on 30th November 2011.

Age UK Bromley & Greenwich has its main office in Bromley with two offices located in Greenwich. It is a partner of the national network of independent Age UK charities each is responsible for their own governance and own income generation. Age UK is the national charity and partner and all partners share common aims and values and work together for the benefit of all older people.

**Vision:**

To make Bromley and Greenwich places were all can enjoy later life.

Mission:

Age UK Bromley and Greenwich will be the voice for older people in both boroughs.

We will work with older people to enable, support and connect.

We will promote independence and wellbeing.

**Values:**

Equality: We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect: We respect the life histories of our staff, volunteers, and clients. We believe in their potential, and we will help to realise their ambitions.

Creativity: We encourage in innovation in the solutions we adopt.

Age UK Bromley & Greenwich provides a wide variety of services to older people who are 50+ and resident in the London Boroughs of Bromley and Greenwich (direct service users are usually 60+). We provide practical help and advice to older people many of whom are frail or housebound, provide information on issues relating to older people their relatives and or carers such as money matters, housing, health and community care. Age UK Bromley & Greenwich campaigns locally on Age Discrimination and many other issues that impact the lives of older people.

Some of the services we provide are commissioned by local authorities and NHS

Trust, others by charitable Trusts and we also have paid services for self-funders, and people with personal budgets.

Our present and any future services will comply fully to our approach of how we work with and for older people:

* have a zero tolerance of all forms of abuse
* support people with the same respect and dignity you would want for yourself or a member of your family
* treat each person as an individual by offering personalised service
* enable people to maintain the maximum possible level of independence, choice and control
* listen and support people to express their needs and wants
* respect people’s right to privacy
* ensure people feel able to complain without fear of retribution
* engage with family members and carers as care partners
* assist people to maintain confidence and a positive self-esteem
* act to alleviate peoples’ loneliness and isolation

**Age UK Bromley & Greenwich services include:**

* Information, Advice and Guidance - both boroughs
* The Bromley Dementia Support Hub – Bromley
* The Bromley Memory Lane Café - Bromley
* The Bromley Care Navigation Hub, as part of the Integrated Care Model - Bromley
* Community Helpers, Befriending and Support Service - – both boroughs
* Hospital Aftercare – both boroughs
* Okey Cokey Club Woolwich for Gurkha Veterans – Greenwich
* Men in Sheds – both boroughs
* Walking Groups – both boroughs
* Clip It - Toenail Cutting – both boroughs
* Sitting & Standing Exercises – both boroughs
* Technology Clubs – both boroughs
* 12 Week IT Courses – both boroughs

**Volunteering**

Our volunteering service connects people and communities. Together we can make a big difference to the lives of older people. Our volunteers are our most valuable resource and are at the heart of Age UK Bromley & Greenwich's services. They come from all walks of life and age groups. Our volunteers use their talent, life skills and energy to make a positive difference. Age UK Bromley & Greenwich recognises everyone’s contribution. Together we can deliver bigger, better and more creative services.

Age UK Bromley & Greenwich is part of Bromley Well, a service commissioned by Bromley Council and the local NHS to help people living in Bromley borough to improve and maintain their health and wellbeing. Bromley Well launched in October 2017.

Bromley Well services are delivered by Bromley Third Sector Enterprise (BTSE) a charity which brings together leading local voluntary sector organisations with many years of expertise to provide a range of services for local people:

* Age UK Bromley & Greenwich
* Bromley, Lewisham and Greenwich Mind
* Bromley Mencap
* Citizens Advice Bromley.

As Registered Manager you will be employed by and based at Age UK Bromley & Greenwich but working closely with colleagues across the borough in the wider Bromley Well team.

You’ll be joining a large, diverse, and skilled workforce of both professionals and volunteers working to provide holistic health and wellbeing services to local residents.

Bromley Well includes services which support older people; young and adult carers; people with learning and physical disabilities; people with long term health conditions and people with mental health issues. We also provide an Information Legal Advice and Guidance Service and support people to find volunteering roles, training and paid employment.

All Bromley Well services are available through a single point of access, which has a freephone telephone number and email address.

Please visit <https://www.bromleywell.org.uk/> for further information.