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**Home Care Manager, full-time, up to £32k**

We are expanding our Home Care Service team and require an experienced registered manager. This is a CQC (Care Quality Commission) registered service providing personalised support and personal care to people living at home.

The successful candidate will be responsible for ensuring home based assessments and care plans for clients are completed and updated. You will be responsible for managing staff and developing the service. You need to be well organised, a good team player and will have NVQ level 4 Management and Care and experience of delivering home care or working within a similar service. Use of care management programmes required (i.e. Staff Plan Roster) to ensure effective service delivery. For an informal discussion or an application pack, please call Netta Hunt on 020 8351 1212.

More at [www.ageukenfield.org.uk](http://www.ageukenfield.org.uk) Application is by completed form; no CVs, no agencies.

Closing date: Tuesday 25th February, 9.30am

Interviews (for those shortlisted): week beginning 9th March.

Age UK Enfield (AUKE) is the operating name of Age Concern Enfield. AUKE is an Equal Opportunities employer. AUKE is a charity (no. 1063696) and company limited by guarantee (no. 3352062)

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***Can you make a difference to Enfield’s key older people’s charity?***

**Background Information**

**Governance, history, profile**

Age UK Enfield is a local independent charity, which is affiliated to the national Age UK charity, and part of the federation/network of local Age UKs. Notwithstanding these affiliations, Age UK Enfield is responsible for raising its own funds.

Age UK’s roots in the UK started in the 1940s as the Old People’s Welfare movement, becoming Age Concern and then, in 2009, Age UK. Local borough-based Age Concerns were gradually set up from the 1940s till the 1980s. Age UK Enfield is the operating name of Age Concern Enfield.

Age UK Enfield’s affairs are governed by the Board of Trustees, who are volunteers. The trustees are responsible for:

* Strategic direction of the charity;
* Stewardship of resources – e.g. finances and employment of staff;
* Upholding legal obligations e.g. under charity and company law, employment and Health & Safety;
* Upholding contractual and regulatory requirements.

The current Board includes: people with knowledge and operational experience of working with older people; legal, medical and other professional qualifications; governance and management experience; knowledge of the local area. There is also a majority of older people and a diversity by e.g. gender and BAME (Black, Asian and Minority Ethnic) backgrounds among Board members.

Age UK Enfield updated its strategic plan in 2018 and its plans include:

* Diversifying income – including from charged-for services, grants from trusts and donations;
* Improving the profile of the Charity;
* Exploring with Age UK, Age UK London and other neighbours how services could be developed into Haringey.

Age UK Enfield’s reach and size is demonstrated by the following metrics:

* Turnover of £1.4million
* Around 30 Full Time Equivalent staff;
* 100 volunteers;
* Around 7000 older people supported each year.

**Age UK Enfield services**

Age UK Enfield is the leading local voluntary and community sector provider of services to older people in the borough.

Among the services are:

* Information and Advice – on benefits and services;
* The Parker Day Centre – supporting people with dementia and their carers;
* Fit for Life – an exercise programme of over 20 classes and walks each week for all abilities;
* Navigation and prescription support – helping people get services, and navigate the NHS and social care, supporting those with frailty, dementia or at risk of falls;
* Pop up social groups like memory clubs, tea and chatter, a dementia choir;
* Home care and help;
* Foot care and Nail-cutting service.

Age UK Enfield’s turnover is about £1.4million. Money is spent on delivering services through costs of staff wages, premises, volunteer costs (expenses, support and training), telephones/IT, stationery, insurance, audit etc.

Age UK Enfield’s main sources of income are:

* Enfield Council grants and contracts;
* The NHS – North Central London Clinical Commissioning Group;
* Trusts, foundations and Lottery;
* Older people (or their families) buying services – home care, day care, exercise classes;
* Donations and legacies.

We also receive a retainer payment of £15,000 from national Age UK, and can sometimes be part of delivery of joint projects with Age UK and Age UK London. We also have strong links on campaigning to our Age UK partners.

More widely, many of Age UK Enfield’s services are delivered in partnership with other organisations including Enfield Council, NHS commissioners and trusts, Enfield Voluntary Action, Enfield Over 50s Forum, Enfield Disability Action, Enfield Carers Centre, Community Barnet (Enfield Connections), Citizens Advice Enfield, Healthwatch Enfield, Crossroads Lea Valley, Attend.

**Enfield – the borough**

The borough is 12 miles from the centre of London and covers an area of 31.7 square miles. In 2018, it had an estimated population of 333,869 with a large population of both 0-14s and older people in comparison to the rest of London. It is a diverse place, which has welcomed communities from across the world. In particular, it has large Turkish, Greek and Cypriot populations.

Life expectancy is above the London and UK averages, but health outcomes vary significantly across the borough. Some of the wards are amongst the most deprived in England, while others are relatively affluent. The Council is currently a Labour controlled local authority with 63 councillors, representing 21 wards.

**Useful Links**

[www.ageukenfield.org.uk](http://www.ageukenfield.org.uk)

[www.ageuk.org.uk](http://www.ageuk.org.uk)

[www.mylife.enfield.gov.uk/homepage](http://www.mylife.enfield.gov.uk/homepage)

[www.new.enfield.gov.uk/healthandwellbeing/enfields-joint-strategic-needs-assessment-jsna/](http://www.new.enfield.gov.uk/healthandwellbeing/enfields-joint-strategic-needs-assessment-jsna/)

[www.new.enfield.gov.uk/services/your-council/borough-and-wards-profiles/borough-profile-2019-your-council.pdf](http://www.new.enfield.gov.uk/services/your-council/borough-and-wards-profiles/borough-profile-2019-your-council.pdf)

**Home Care Manager – background to post**

**Context**

This information is to be read in conjunction with the Job Description, Person Specification, and also the general background information (used for all posts).

The Home Care Service at Age UK Enfield is registered with the Care Quality Commission (CQC) and achieved a “Good” rating in July 2018. The service is sometimes known as “Time Out”.

Following steady and gentle growth in the service, a desire to keep or improve on “Good” and a wish to address capacity issues, this new Manager role has been created.

The service is purchased both by self funders and by Adult Social Care as part of managed care packages.

The service is small, is breaking even financially and has potential to expand as:

* AUKE is improving its profile with a new part-time communications post;
* There is demand that AUKE has not been able to meet due to capacity (at both manager and front-line staff level), but recruitment to this Manager post and of care staff (ongoing) should address;
* There is potential to develop particularly in the Enfield postcodes where more affluent people live and just over the borough boundaries (with permission from neighbouring Age UKs if required);
* There could be untapped demand through those who utilise direct payments or personal budgets.

**Home Care Manager – Summary of Conditions of Service**

**Appointment** – is subject to receipt of satisfactory references and DBS check, and a six months probationary period.

**Pay** – Up to £32,000 per annum

**Hours** – This post is full-time (35 hours minimum). Flexibility is required with occasional evenings and very occasional weekend working needed.

**Pension** – Auto-enrolment scheme with 3% employer contribution, minimum 5% employee contribution from start of employment

**Holidays** – 25 days per annum (rising after 5-10+ years service to 26-30 days pa) plus Public Holidays plus 3 privilege days between Christmas & New Year. All pro rata if part-time.

**Sick Pay** – After probationary period, 20 days full pay and 20 days half pay within any 12 month rolling period. Within probationary period SSP only. All pro rata if part-time.

**Simply Health** – AUKE has an employee benefits policy with Simply Health, which employees can join after the probationary period.

**Place of work, mobility** – This post is based at AUKE’s Parker Day Centre in Edmonton. The Charity reserves the right to move its office within the borough. Travel round the borough is required and visits outside Enfield (to other Age UKs, funders and partners) is required from time to time.

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| **AGE UK ENFIELD - JOB DESCRIPTION** |
| **Job Title:**  | **Home Care Manager** |
| **Hours:**  | **35 hrs per week – plus option for part time work or job share**  |
| **Salary:** | **Up to £32,000 pa** |
| **Holidays:** | **25 days pro rata plus additional 3 privilege days taken over December Holiday Period plus Bank Holidays** |
| **Pension:** | **Contributory pension, employee and employer contribution** |
| **Location:**  | **Parker Centre, Houndsfield Road, Edmonton, London N9 7RA** |
| **Responsible to:**  | **Head of Care Services**  |

**Summary of the post:**

* To oversee the running of Age UK Enfield’s Home Care Services, ensuring our clients receive joined up, high quality care services and our CQC registration is maintained.
* To support our staff team, onboard new staff, and ensure effective use of resources.

**Responsibilities of the post:**

**Service Delivery**

* To oversee the daily operation and performance of the home care services.
* Promote a person-centred culture, where dignity, respect, and independence are upheld at all times

**Staff Management**

* To line manage the home care team, promoting a supportive, friendly work environment where staff are motivated and inspired
* To implement regular training to reflect any changes in regulations, as well as advancement of the service and individual staff members development and career progression
* To ensure supervisions, appraisals and performance reviews of home care staff are carried out in line with AUKE’s policies and procedures, and the CQC essential standards
* To build capacity and growth through recruitment and development of the service
* To develop and implement a comprehensive induction and training programme for new staff, and provide coaching and support

**Customer Monitoring, reporting and Evaluation**

* To work with the clients, their families or friends to ensure personalised care and support is in line with the clients wishes and preferences
* To manage the delivery of the service with care plans and reviews for clients in line with CQC fundamental standards, ensuring quality and safety at all times
* Develop and maintain systems relating to the delivery of services including assessments, risk assessments, reviews and updates of clients’ records and support plans.

**External partners and Communications**

* Develop and maintain effective relationships, including regular meetings and good communications with stakeholders and partners. These could include:
* Health professionals; stakeholders; funders, local partners; community based services; people accessing the services and their carers.

**Training and Development**

* Attend one-to-one meetings and performance appraisal meetings with the Head of Care Services
* Undertake regular training for the development of the service and individual career progression

**Additional Responsibilities**

* To hold the emergency on call phone on a rotational basis, to support clients and staff members out of office hours
* To work in accordance with the organisation’s policies and procedures at all times including Equality and Diversity, Health and Safety, Confidentiality, Lone Working and Safeguarding
* To be aware of own impact in the process of care; the need for reflection on practice and resilience when faced with challenging situations.
* Responsible for producing own correspondence, performing and maintaining administrative tasks
* Undertake any other additional tasks as reasonably deemed appropriate by the Head of Care Services

**The duties laid down in the job description may change following a review and in consultation between the post-holder and Head of Care.**

**Age UK Enfield**

**Home Care Manager – Person Specification**

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| **Experience / Qualifications / Skills** | **Essential** | **Desirable** |
| Educated to NVQ level 4 / QCF / Level 5 Management and Level 3 or above in Health and Social Care  | Yes (Y) |  |
| Experience of client centred service delivery in a home / day Ycare / community or clinical setting | Y |  |
| Experience as a registered manager in domiciliary care  | Y |  |
| Qualifications in dementia awareness  |  | Y |
| Experience and knowledge of working with people with dementia and their carers | Y |  |
| Minimum 3 years experience developing and delivering home care services which support clients in a health and social care setting  | Y |  |
| Significant supervisory experience of supporting front line care and supervisory / senior care workers  | Y |  |
| Ability to assess service users at home and complete associated documentation  | Y |  |
| Experience of assessing staff members completing Care Certificate |  | Y |
| A wide range of excellent interpersonal skills with the ability to resolve conflict, deal with complaints effectively, and deal with complex emotional and difficult situations in a professional and calm manner | Y |  |
| Ability to motivate and encourage staff and volunteers | Y |  |
| Excellent written and presentation skills, and the ability to communicate with a range of audiences | Y |  |
| An evident commitment to supporting vulnerable people in a compassionate and empathetic way, and an understanding of the issues faced by older people and those with dementia, and their carers | Y |  |
| High degree of empathy, understanding, diplomacy, honesty and integrity | Y |  |
| Knowledge of and ability to implement appropriate safeguarding processes  | Y |  |
| Discretion in handling confidential and sensitive data  | Y |  |
| Ability to analyse data and reports |  |  |
| Ability to monitor budgets and expenditure | Y |  |
| Ability and awareness of business development in order to grow the service in line with the organisations strategic plan |  | Y |
| Ability to work to targets and deadlines | Y |  |
| Good computer literacy including CRM systems and full MS Office suite | Y |  |
| Flexibility and willingness to ‘step in’ to front line service delivery as needed, including working out of hours (which can be taken as Time Off In Lieu) | Y |  |
| A demonstrated willingness to learn and develop | Y |  |