

## Background and structure

EveryDay Care & Support is a social enterprise wholly owned by Age UK North Tyneside. We support adults in North Tyneside and Newcastle to live independently and make more of life. All of our profits go back to supporting the incredible work carried out by Age UK North Tyneside.

EveryDay Care & Support's services are varied and range from care at home, respite for carers, specialist dementia care, companionship, support around the home, and domestic cleaning, through to specialist healthcare for long-term conditions and end of life care.

### Our structure

#### **Head of EveryDay Care & Support**

As a member of the Senior Leadership Team within the Age UK North Tyneside Group, our Head of EveryDay Care & Support leads on the provision of all professional care and support services. They are also the CQC Registered Manager.

#### **EveryDay Senior Operations Manager**

Our Senior Operations Manager supports the Head of EveryDay Care & Support in the strategic operational management and development of the company with specific operational responsibility for the performance and business development of the company.

#### **EveryDay Area Managers**

Our Area Managers assist the Head of EveryDay Care & Support in ensuring the effective and efficient provision of a quality domiciliary Care at Home Service. They line manage teams comprising Area Coordinators, Team Leaders and Personal Support Assistants. The Area Managers lead and motivate both staff and volunteers, and manage the performance of the team including financial, staff and service performance and work to achieve key performance indicators set each year.

#### **EveryDay Project Manager**

Our Project Manager assists the Head of EveryDay Care & Support in ensuring the effective and efficient provision of a quality domiciliary Care at Home Service. They line manage teams comprising Team Leaders and Personal Support Assistants. The Project Manager leads and motivates both staff and volunteers, and manages the performance of the team including financial, staff and service performance and work to achieve key performance indicators set each year.

#### **EveryDay Trainee Managers**

Our Trainee Managers assist the Head of EveryDay Care & Support in ensuring the effective and efficient provision of a quality domiciliary Care at Home Service. They line manage teams comprising Area Coordinators, Team Leaders and Personal Support Assistants. The Area Managers lead and motivate both staff and volunteers, and manage the performance of the team including financial, staff and service performance and work to achieve key performance indicators set each year.

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### **Trainee Health & Wellbeing Manager**

Our Trainee Health & Wellbeing Manager's goal is to develop an attractive wellbeing programme to fulfil the organisation's aims and objectives by facilitating access to the Centres for all ages and abilities. They lead and motivate the staff to meet the needs of the centre's customers by creating an open, positive and inclusive atmosphere.

### **EveryDay Area Coordinators**

Our Area Coordinators ensure the organisation provides a consistent high quality service to individuals by leading and organising a team to achieve high levels of continuity of service. They assist the Area Managers in ensuring the effective and efficient provision of a quality Care and Support Service in order to meet the needs and aspirations of individuals, their families and friends.

### **EveryDay Team Leaders**

Our Team Leaders ensure the organisation provides a consistent high quality service to individuals by leading and organising a team to achieve high levels of continuity of service. They assist the Area Managers & Coordinators in ensuring the effective and efficient provision of a quality Care and Support Service.

### **Wellbeing Centre Team Leaders**

Our Wellbeing Centre Team Leaders provide an effective, efficient, quality service that helps customers preserve their identity through a person-led approach for each customer, developing close working relationships with them and their families while meeting contractual obligations, statutory requirements and pre-determined service delivery standards.

### **Personal Support Assistant (Level 1)**

Our Level 1 Personal Support Assistants offer practical, flexible assistance to help people aged 18 and over to remain independent, gain confidence and provide support to maintain social networks in accordance with agreed 'care and support plans'. They also work in partnership with health care professionals in the physical, emotional and social needs of tenants and customers, in a way that promotes independence and respects the dignity of individuals. Personal Support Assistant Level 1 are trained in the Care Certificate and can progress to Level 2 Health & Social Care .

### **Personal Support Assistant (Level 2)**

Our Level 2 Personal Support Assistants offer practical, flexible assistance to help people aged 18 and over to remain independent, gain confidence and provide support to maintain social networks in accordance with agreed 'care and support plans'. They also work in partnership with health care professionals in the physical, emotional and social needs of tenants and customers, in a way that promotes independence and respects the dignity of individuals. Personal Support Assistant Level 2 are trained in Level 2 Health & Social Care.

### **Personal Support Assistant (Level 3)**

Our Level 3 Personal Support Assistants provide specialist care and support services to customers and their family members, to allow customers to continue to live their lives in their home in the community. They also work in partnership with health care professionals in the physical, emotional and social needs of people in a way that promotes dignity and respects of individuals. Personal Support Assistant Level 3 are trained in Level 3 Health & Social Care with specific specialist training. For example, Best Practice in Dementia Care accredited training with Sterling University.