

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Care Support at Home Manager
Reporting to (Job Title):	Chief Executive
Employing Authority:	Age UK Northamptonshire
Salary:	£38,000 per annum (Band 8)
Place of work:	The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ
Hours of work:	37 hours per week
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
Purpose of the Job:	<p>To lead and manage the Care Support at Home team. This is a regulated care service delivered throughout the County. To grow the service serving an ever-wider client base, recruiting, training and managing the staff team to deliver the service efficiently and to the highest standards of regulated care.</p> <p>The overall aim is that this service will, in time, come to form a significant part of the delivery of Age UK Northamptonshire as a whole. The service will be widely acknowledged to be very responsive, good quality, financially sustainable and meet all regulatory requirements.</p> <p>To be an active, creative, strategic, positive and supportive member of the senior management team of Age UK Northamptonshire.</p>
Main Tasks and Responsibilities:	
<ol style="list-style-type: none"> 1. To lead and manage the Care at Home service so that it expands significantly, servicing many more clients and is a sustainable, cost effective and efficient service across the County. 2. To lead and manage the Care Support at Home team, including the coordinator, administrators and the effective recruitment, induction and training of frontline support staff in the team, assessing training needs and ensuring staff are up to date with current best practice 3. To maintain knowledge of and ensure compliance with relevant care standards for the Care at Home services, in particular the CQC regulations and including Safeguarding and Health and Safety legislation, infection prevention and control 4. To have the necessary qualifications (or be prepared to train and achieve the necessary qualifications) in order to be able to fulfil the CQC regulatory manager for the Care at Home service, responsible for all aspects of its successful regulatory compliance. 	

5. To efficiently manage the day to day running of the business. Allocate resources and monitor performance to deliver high quality homecare to clients within budget. Supporting clients to live independently as far as they are able.
6. Manage all aspects of the staff team and provide sound leadership to ensure staff are clear about their respective duties and responsibilities and have the support they need to carry out their roles safely
7. Utilising the Birdie data system, implement quality management and improvement systems, ensuring confidentiality, maintaining full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the business
8. Effectively manage complaints and incidents. Carry out investigations relating to the quality of the service and use findings to make improvements
9. Ensure that prior to each service commencing, a customer assessment and risk assessment with the customer, and/or their chosen representatives, has been completed including an individually tailored care and support plan, including risk control measures to reduce identified risks
10. Provide the customer, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns
11. Provide information, guidance and ongoing supervision to enable staff to effectively and safely carry out their roles.
12. Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times
13. Carry out appraisals and monitoring of staff performance. Implement agreed policy and procedures to manage absence, disciplinary, capability and grievance
14. Ensure all emergency on-call issues are dealt with effectively, such as covering calls either directly or indirectly when care workers are sick or absent
15. To develop productive and supportive long-term relationships with external stakeholders and funders in relation to the services you lead. You will represent Age UK Northamptonshire at external meetings and events in order to develop the Care at Home services and win funding and other support, as appropriate.
16. To work as part of the wider management team of Age UK Northamptonshire consulting with, advising and supporting colleagues, as necessary, to contribute to helping the whole team well together for the benefit of clients and, as required, undertaking projects for the Chief Executive.

The above tasks are indicative of the role to be carried out. They may change from time to time in consultation with the post holder and in line with service need.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet

the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification

Services Manager		Essential/ Desirable
Competencies:		
Education & Training		
<ul style="list-style-type: none"> Must have S/NVQ L5 or equivalent, or be willing to work towards a relevant management qualification A Level qualifications or equivalent 		E E
Experience/Skills & Abilities		
<ul style="list-style-type: none"> Excellent understanding of the principles of high quality person-centred care and support and non-discriminatory care practice Good understanding of the regulatory responsibilities of a Registered Manager and the law relating to domiciliary care services Minimum 4 years senior management experience in a relevant field Experience of care services, risk assessment and person-centred care and support Excellent understanding of the needs of people who require care and support at home Experience of managing and developing an effective staff team Computer literate, able to utilise computer skills to enhance service delivery Knowledge of how to recognise abuse and safeguarding procedures Ability to represent the organisation, give talks and presentations 		E E E E E E E E E E
Other		
<ul style="list-style-type: none"> Enhanced Disclosure from the Disclosure and Barring Service Full driving licence and Class 1 business insurance Excellent communication skills. Experience of financial management Problem solving approach, ability and initiative Professional approach Excellent interpersonal skills Excellent written and verbal communication skills Being prepared to speak up for what you believe and take responsibility for your actions and the actions of your team 		E E E E E E E E E
Prepared By: Christopher Duff		Date:29.05.2025
Authorised By:		Date: