

Job Description

Job title	Director of Care and Support Services
Hours	30-37 hours per week
Salary	£38,240.28 per annum pro rata (Band J)
Team/department	Executive Team
Base	Home based, with attendance at Age UK Nottingham & Nottinghamshire locations as required
Reporting to	Joint CEO (Services)

Working for Age UK Notts

At Age UK Nottingham & Nottinghamshire everything we do contributes to a better future for older and/or vulnerable people.

We raise millions of pounds worth of benefits each year, provide information and advice to help people make informed decisions, we keep people safe, warm and well at home, and help them to address loneliness and social isolation. Our front-line services are backed up by first-rate infrastructure functions and excellent governance to deliver a quality experience that really makes a difference to the 20,000+ people who use our services each year.

With a powerful commitment to high standards, effective delivery, and hard work, our staff and volunteers change lives.

We look for skilled, talented, and dedicated people to be part of our teams and this Job Description outlines what you can do to contribute to our achievements.

The job, in a nutshell

The Director of Care and Support Services will provide strategic and operational leadership for the Charity's care and support services, including Day Care, Home Care, and Home Support. The postholder will ensure that services are safe, high quality, person-centred, financially sustainable and responsive to the needs of older people, people living with dementia, carers and families.

The postholder will act as the CQC Registered Manager for regulated care activity, ensuring that the service meets all regulatory requirements and that excellent standards of care, safeguarding, quality assurance and continuous improvement are embedded across the service.

As a senior leader, the Director of Care and Support Services will play a key role in developing our care offer, strengthening our reputation, supporting growth, and

ensuring that our services reflect the Charity's values, purpose and commitment to improving later life.

Key responsibilities and tasks

Strategic leadership

- Lead the development and delivery of the Charity's care and support services, including Day Care, Home Care and Home Support.
- Develop a clear service vision and delivery model that supports quality, growth, financial sustainability and positive outcomes for customers, service users and carers.
- Contribute to the wider organisational strategy as a member of the Executive Team.
- As a member of the Executive Team, hold collective responsibility for the overall strategic and financial performance of the organisation.
- Promote the Charity's services externally and act as a credible ambassador for high-quality, values-led care and support.

CQC Registered Manager responsibilities

- Act as the CQC Registered Manager for the Charity's regulated care activity.
- Ensure the regulated service complies with the Health and Social Care Act 2008, CQC Fundamental Standards, relevant regulations, and best practice guidance.
- Lead the service so that it is consistently safe, effective, caring, responsive and well-led.
- Ensure that CQC registration requirements, notifications, records, policies and evidence are accurate, current and inspection-ready.
- Maintain a strong culture of quality, openness, learning and continuous improvement.
- Take prompt action where quality, safety or compliance concerns are identified.
- Ensure the service learns from incidents, complaints, compliments, audits, safeguarding concerns and feedback.

Quality, safeguarding and compliance

- Ensure robust systems are in place for quality assurance, audit, risk management and performance monitoring.
- Ensure safeguarding practice is strong, timely and legally compliant.

- Provide assurance and recommendations to the Joint Chief Executives, the Board, and other relevant committees/groups relating to quality, safeguarding, compliance, risk, and service performance.
- Promote positive risk-taking, independence, dignity and choice.
- Ensure services comply with relevant legislation and guidance, including safeguarding, Mental Capacity Act, health and safety, medication, infection prevention and control, data protection and employment requirements.
- Ensure incidents, accidents, complaints and safeguarding concerns are reported, investigated and acted upon appropriately.
- Ensure learning from quality activity is shared with staff and used to improve practice.
- Maintain effective governance arrangements across care and support services.

People leadership

- Provide effective leadership to the Care and Support Management Team (Care and Support Manager, Customer Engagement Manager, and Day Service Managers).
- Lead, motivate and develop managers, staff and volunteers across care and support services.
- Create a positive, inclusive and accountable culture where people understand expectations and take pride in quality.
- Support and coach managers to ensure staff receive appropriate induction, mandatory training, supervision, appraisal and development, and that performance, conduct or capability concerns are promptly and fairly handled.
- Support workforce planning, recruitment and retention across care and support services.
- Encourage reflective practice, learning and professional development.
- Champion the Charity's values in all aspects of leadership and service delivery.

Financial and commercial management

- Manage service budgets, income, expenditure and financial performance.
- Ensure services operate efficiently and make best use of resources.
- Support the development of pricing, costings, business cases and growth plans.
- Monitor utilisation, hours delivered, income generation and contribution targets.

- Identify and act on opportunities to improve sustainability, productivity and service viability.

Standard responsibilities applicable to all staff

- **Safeguarding** – keeping older and/or vulnerable people safe is of the utmost importance and there are specific policies and procedures you will be expected to know and follow.
- **Health and safety** – you should be responsible for your own health and safety and mindful of that of others. All policies and procedures should be followed at all times.
- **Equality, diversity, and inclusion** – we recognise and celebrate the diversity of our staff, volunteers, and the wider communities. All policies and procedures should be followed at all times.
- **Quality assurance** – achieving and maintaining recognised and quality standards is an integral part of our offer to the wider community.
- **Upholding our values** – our values are Respect, Integrity, Kindness and Compassion, and Inclusion (known as 'RIKI'). All staff are expected to display these values with each other, and with the people we support at all times.
- **Providing wider support for the Charity** – all staff are expected to support our efforts to fundraise through raising awareness of opportunities and sharing information. Staff and volunteers are welcome to participate in events.
- **Other reasonable duties** – other duties and tasks commensurate with the role may be required of the postholder.

Performance measures

The following measures will be used to assess performance in this role:

- CQC registration and rating
- Quality arrangements and governance oversight schedule complied with
- Positive feedback from service users, customers, carers, and families
- Service utilisation
- Financial performance

How the role is delivered

At Age UK Nottingham & Nottinghamshire, we have a Competency Framework which underpins our approach to staff and volunteers.

Core competencies (these apply to all staff at Age UK Nottingham & Nottinghamshire):

- Teamwork
- Customer focus
- Values based practice
- Quality
- Record keeping
- Planning and organisation

Competencies applicable to this role:

- Strategic leadership
- Performance and accountability
- Financial and resource management
- People and culture leadership
- Quality and compliance leadership
- Partnerships and external relationships
- Risk management
- Change and purpose

These competencies are embedded in the Job Description and Person Specification. To perform well in this role, these are the competencies we expect you to possess.

Working requirements and conditions

- This is a hybrid role, with the majority of work carried out in the community in the form of visits to people's homes as well as an element of working from home.
- There is an expectation that the postholder will attend and work from our office locations, and other community locations on an agreed basis.
- Equipment and support will be provided to enable effective remote working.
- Attendance at team meetings, training sessions, or events will be required.
- This role requires you to have an enhanced DBS check, and associated costs will be met by the employer.

Person Specification

Job title	Director of Care and Support Services
Band	Band J
Team/department	Executive Team

Requirement	Essential / Desirable
1. Experience of acting as Registered Manager in a CQC regulated service	Essential
2. Significant leadership experience in adult social care, community services, day services, home care, or a closely related field.	Essential
3. Proven ability to lead, motivate and develop managers, staff and volunteers, creating a positive, accountable and values-led culture.	Essential
4. Experience of managing budgets, resources and service performance, with the ability to balance quality, compliance and financial sustainability.	Essential
5. Ability to lead service development, growth and change, including improving systems, developing new opportunities and strengthening referral or customer pathways.	Essential
6. Strong knowledge of safeguarding adults, risk management, care planning, quality assurance, incident management and continuous improvement.	Essential
7. Excellent communication and relationship-building skills, with the confidence to work effectively with regulators, professionals, families, trustees and senior colleagues.	Essential
8. A relevant health, social care or leadership qualification, ideally Level 5 Diploma in Leadership for Health and Social Care or equivalent experience, with willingness and ability to register with CQC.	Essential
9. Personal credibility, resilience and judgement, with a compassionate, inclusive and professional leadership style that reflects the Charity's values.	Essential
10. Experience of working with services users with dementia	Desirable