

Recruitment Pack for Registered Manager

The recruitment pack includes:

- A job description and person checklist
- A copy of the job advertisement
- An application form

In order to be considered for this role you will need to demonstrate within the 'Relevant skills, experience and behaviours' section of the application form how you meet the requirements of the role as set out in the Person Checklist.

To apply for this post please return your completed application form via email to rm@valleycare.coop

If you would like an informal initial chat about the role, please call Danielle on 01484 970837

About Co-operative Care Colne Valley

We are a not-for-profit Community Benefit Society, delivering home based care and community support services, in the Colne Valley area of Kirklees.

As a co-operative organisation we adhere to and are guided by the internationally recognised co-operative values and principles. You will need to have a good understanding of this and the ability to work within those frameworks. The society is governed by a board of directors elected by and from the membership. Each of the different stakeholder groups involved in giving and receiving care is represented on our board. The Registered Manager will report to the board, which sets strategy and oversees the service. The successful candidate can expect to have the full and active support of the board of directors. This will involve a varied and exciting team of committed individuals.

We are an inclusive employer, encouraging the development of all of our staff members, enabling them in turn to deliver reliable, flexible and personalised services to our user members and those who support them. We encourage all of our staff members to take an active role in shaping and developing our service, as well as having a genuine interest in the unique character of the places and people that make up the local communities of the Colne Valley. We also highly encourage team working and peer on peer support.

Our ethos as a learning organisation is to encourage staff, volunteer and user participation in helping to shape and deliver the service. You will therefore have an inclusive approach, whilst at the same time leading from the front. This will require excellent listening/communication skills and a willingness to innovate whilst ensuring a safe, high-quality service.

We have deliberately chosen to keep our service relatively small-scale, and place based to ensure that it reflects the needs of the people of the Colne Valley, and maintains a strong sense of community ownership and accountability. It is inherent in our business model to encourage the development of sister co-operatives that will federate together to share the benefits of Community Co-operative Care and realise economies of scale. Our innovative approach is already receiving much interest, both from other communities within Kirklees and more widely across the country. There will therefore be opportunities for the successful candidate to be actively involved in this replication and development work moving forward.

If you are looking for a new challenge or change of direction, working with an exciting and growing organisation that puts people and the places they live in, at the heart of everything they do, we want to hear from you and look forward to receiving your application.

Good luck!!!

About The Role

The successful candidate will have a good understanding of business, working within the social care market, and the ability to develop strategies to capture market share. While this service is not-for-profit, it will be run from a business perspective encompassing budgetary management and financial accountability in line with our financial procedures.

Your sound business sense and commitment to building a successful operation will inform your approach. At the same time, we are committed to upholding co-operative and ethical values in all we do so as a leader you will seek to balance the financial demands of the business with wider ethical issues relating to staff management and the conduct of the service.

It is therefore essential that the successful candidate understands the potential benefits of our approach and is willing to work flexibly and creatively with others to develop a community-based model of social care. We are not a traditional domiciliary care service.

Job Description

You will lead a team consisting of a Finance Business Support Officer, Field Care Supervisors, Care and Support Team Members, Auxiliary Staff and Volunteers. You will also be part of a larger multi-disciplinary team working with external partners including health staff, assessors and the independent sector. Leadership skills within a team setting are therefore vital.

A large part of your role will be to establish and maintain relationships with user members, the people who care for them, other professionals, and support networks. A key component of this will be the development of a Care Management Process which will include the design of care plans for individuals in a person-centred framework. Care plans will need to be of the highest standard and exceed CQC minimum requirements which we have a statutory obligation to meet.

User Members and their carer / family involvement will be key, and it is essential that you actively promote this principle. You will need the skills and vision to be able to work with complex and diverse cases and be able to create individualised care packages. In cases where there may be concerns regarding adult protection you will liaise with the Kirklees Adult Safeguarding Team to ensure that statutory and Service requirements are complied with.

You will establish systems to ensure that consultation takes place with User Members and other groups, ensuring that information received is considered in decision-making processes. Changes in policy and procedures at service level will also need to be effectively implemented.

You may be expected to represent the Service at meetings, conferences etc., presenting a positive image of the Service and communicating its values, aims and objectives at all times.

A challenge for the post holder will be to ensure that robust management systems are developed and maintained, complying with the Society's policies and procedures taking the appropriate action

when these are not adhered to. You will develop a performance management framework in order to meet performance targets and key performance indicators which represent a forward thinking domiciliary and community service.

Your time management skills will ensure you effectively manage your workload and support your staff to do the same. You will make clear to others the standards of work and behaviour expected. As Registered Manager, it will be for you to identify and manage conflict before it arises ensuring equality and fairness. It is vital that you develop and maintain productive working relationships with external agencies and the Council.

Positively implement change and deal with any related problems as soon as they arise. This will involve communicating the rationale for change, promoting open discussion and considering the perceptions of others involved in, or affected by, changes in working practices or services. As a positive role model, you will be open to change and show a willingness to get involved. By presenting a self-assured image to others in a wide range of situations I can demonstrate my commitment to the Service and management priorities.

Through the Care Team Members and office employees, you can ensure the efficient ordering of all essential stores, equipment and services, the preparation of budget estimates, monitoring of budgets and the maintenance of records of all income, expenditure and wages.

You will be able to support the prompt provision of any relevant returns required by the Service and prepare written reports to the Board on matters relating to the Service as necessary together with ensuring accurate records, including those related to User Members.

Rota management ensuring that staffing levels are adequate to ensure that User Members receive a high standard of care.

Dealing with all aspects of HR management as well as ensuring Care Team Members are skilled to manage their day-to-day responsibilities.

Mandatory and individual training and development needs are identified and provided for. A strong evidence base is crucial to ensure Service standards are met and the Service is compliant with regulatory bodies.

Staff Members formal induction training, professional supervision and Performance Appraisals in line with Service policy.

Continuing with you own personal development and we expect that all Staff Members are supported to obtain qualifications at the appropriate level.

You will take full responsibility for the recruitment and selection of all Staff Members and employees in the Service ensuring the appointment of suitably competent candidates in line with CCCV's recruitment policy.

CQC inspections and audits as required. Self-audits and inspections and record and report to the Board acting on any information obtained to improve Service delivery.

CCCV's Safeguarding Policy overseeing safeguarding cases through to strategy meetings. You will ensure your team has a full understanding of their roles and responsibilities in reporting any safeguarding concerns.

The general safety and security of the office is maintained through monitoring and ensuring the efficient and effective use, repair and maintenance of the office and any equipment, bringing any

significant defects to the attention of the CCCV Board members. You will also ensure high standards of hygiene and cleanliness are maintained throughout.

Key Result Areas / Outcomes

- ✓ Develop CCCV as a sustainable co-operative business
- ✓ High quality domiciliary and community services are provided for User Members and these integrate with our Community services
- ✓ Domiciliary services achieve a minimum CQC rating of 'good' with positive outcomes for User Members
- ✓ Investment is made in the training and development of staff members to enable them to carry out the job effectively and efficiently
- ✓ Effective working relationships are developed and maintained with partner agencies to ensure the highest standards in service delivery
- ✓ Service resources are managed within set financial parameters
- ✓ Services are monitored, reviewed and modifications are implemented
- ✓ Care packages are developed to meet the individual needs of User Members
- ✓ The CCCV's Safeguarding Policy is implemented and all staff are aware of their roles and responsibilities.
- ✓ Responsibility for safeguarding everyone who may be vulnerable, not just the very old and the very young.
- ✓ Responsibility for training and development of care support team members and where relevant to the regulated services, additional to Care Coordination Team and Office Team

Responsible to:

- The Nominated individual
- The board of directors

Responsible for:

- Care Coordination Team
- Care and Support Team Members
- Auxiliary Staff
- Volunteers

Person Checklist

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- ✓ Business aware
- ✓ Energy

- ✓ Positivity
- ✓ Honesty
- ✓ Respectfulness
- ✓ Flexibility
- ✓ Communicability
- ✓ Supportiveness

These behaviours will be tested through the selection process.

For recruitment purposes:

In order to be considered for this role you will need to demonstrate the following aptitudes, skills, abilities and experience within your written application.

- ✓ A commitment to co-operative values and social justice
- ✓ A hands-on manager
- ✓ Experience and knowledge of the social care market
- ✓ Problem solving skills and the willingness to step outside the role in a small team
- ✓ A thorough understanding and experience of managing 'Good' rated regulated services
- ✓ Experience in a senior management capacity in a relevant care setting within the past five years (National standard)
- ✓ Diploma in Leadership in Health and Social Care Level 5 (or equivalent), or a willingness to achieve that within a 12-month period
- ✓ Committed to undertake training to update knowledge, skills and competence.
- ✓ Understanding of and commitment to the Health and Social Care Act 2008 and any relevant codes of practice.
- ✓ Ability to write clear reports and communicate complex information effectively
- ✓ Understanding of budget management and ability to manage a significant budget.
- ✓ Awareness of conditions and diseases associated with Service group (National Standard).
- ✓ Significant staff management experience
- ✓ Ability and willingness to work flexibly. Including shift working and standby to meet the needs of the Service.
- ✓ Willingness to work alongside care staff delivering the service
- ✓ Commitment to the provision of the highest quality care and to take responsibility for challenging practice which does not meet expectations.

✓ You will be working with User Members who may have restricted mobility and/or challenging behaviour. Following an offer of appointment, you will be required to undertake a standard medical screening declaration.

✓ Willingness to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.

Please see the following page for an application form.

Application Form - Registered Manager

Personal Details

Title: (Mr, Mrs, Miss, Ms)	
If Other (please specify):	
First Name(s)	
Surname	
Previous surname(s)	
Address line 1	
Address line 2	
Town	
County	
Postcode	
Email address	

Future correspondence:

I agree that written correspondence will be sent via email to the address supplied.

Yes / No

Contact Details

Mobile telephone number	
Work telephone number	
Home telephone number	
National Insurance number	

Are you related to any employee or Member of CCCV ? Yes / No

If **Yes**, please provide details:

If the job requires you to have a driving licence, please circle which type of licence you hold:

Full UK Provisional Full EU Provisional EU Other

References

References will be requested as part of the recruitment process and will form part of the decision-making process.

One referee must be your **present or most recent employer** and both referees must be able to comment on your suitability for the job for which you have applied. Please do not give names of friends or family members. Your referee will be asked for details of any disciplinary action taken against you whilst in their employment. After a conditional offer has been made your referee will be asked for information regarding your sickness absence record during the past 24 months.

Remember to ask your referees for permission before you give their name.

Name of Referee 1	
Email address	
Address - line 1	
Address - line 2	
Town	
County	
Postcode	
Telephone number	
Their Occupation / Job Title	
Relationship to you	
Your Job Title	
At the point you are invited for interview we may contact your referee. Would you prefer us to contact your referee after interview?	Yes / No

Name of Referee 2	
Email address	
Address - line 1	
Address - line 2	
Town	
County	
Postcode	
Telephone number	
Their Occupation / Job Title	
Relationship to you	
Your Job Title	
At the point you are invited for interview we may contact your referee. Would you prefer us to contact your referee after interview?	Yes / No

Work History

CV also accepted – We require a full CV from leaving school to present day and must be inclusive of start dates and end dates for each period, including any gaps in employment.

Please provide a complete record of your employment and other relevant activities, including any part-time, casual or voluntary work. We need details of paid or unpaid employment, and also periods of non-employment e.g childcare, unemployed etc. Please start with your current or most recent position and work backwards, ensuring that any gaps are explained.

Please give exact names and current addresses of previous employers/voluntary work areas. Please also advise us of any change to your name relevant to previous employment, ie known by your maiden name.

Work history: (Please add rows as required)

Current or previous job title	Date employment started (MM/YY)	Date employment ended (MM/YY)	Name of employer	Employer Address and Contact details	Briefly describe your duties	Reason for leaving (if applicable)	Notice required (if applicable)

We reserve the right to take up references from any previous employers, or places where you have carried out voluntary work.

Relevant skills, experience, and behaviours:

Thank you for your expression of interest in this job.

Please show by giving examples of any experiences, behaviours and skills of how you meet the criteria listed for the job. You may use duties in your present or previous jobs and any other areas such as temporary work, voluntary work, studies or spare-time activities. Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise responses using examples where possible.

If you are successful in the shortlisting process and invited for an interview, the panel may choose to ask questions to test the depth of your knowledge and experience on the requirements set out in the job description.

We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or questionnaire, please tell us of these in your application. We are committed to making reasonable adjustments to the job.

Relevant skills, experience and behaviours: (Please expand box as required)

Criminal Convictions

The job for which you are now applying may be subject to a Disclosure and Barring Service (DBS) check.

The Rehabilitation of Offenders Act 1974 provides that certain criminal convictions become 'spent' after the passage of time, that is the law will treat them for the most purposes as if they have never happened and it is not necessary to disclose them on application forms.

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 contains certain classes of employment where a person can be asked to disclose spent convictions. The job for which you are now applying falls within that order.

However, the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) provides that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers and cannot be taken into account.

If you fail to disclose that you have been convicted of a criminal offence or received a caution, reprimand or warning this may lead to dismissal or disciplinary action by CCCV. Any information given will be treated in the strictest confidence and will be considered only in relation to an application for which the order applies.

For details of what criminal convictions must be declared please refer to the following guidance: <https://www.gov.uk/government/news/disclosure-and-barring-service-filtering>

It is your responsibility to read this information in full and complete the application form accurately.

For jobs that are subject to a disclosure, please note that a criminal record will not necessarily bar you from employment. This will depend on the nature of the position you are applying for and the circumstances and background of the offence.

Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198? (Please state Yes or No)

If yes, Provide details below of convictions, cautions, reprimands or warnings. Please give details (if applicable) (Please add rows as required)

Date	Conviction, Caution, reprimand or warning	Penalty

Are there any matters pending? Please state Yes / No

If Yes, please give details (Please expand if required)

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Declaration

I declare that the particulars given are correct and I have not withheld any facts which might unfavourably affect my application.

Withholding or falsifying information could result in dismissal or disciplinary action. If you fail to complete this section of the application form, you may not be shortlisted or invited to attend for an interview.

We will treat all information provided on this form in the strictest confidence. You may provide additional information in writing or you may indicate that you wish to discuss in more detail if invited for interview.

Canvassing

I have not canvassed (either directly or indirectly) any member or employee of CCCV and will not do so. **(Please state "I confirm" if correct)**

I declare that the information I have given on this form is complete and accurate and that I am not banned or disqualified from working with children and/or vulnerable adults nor subject to any sanctions or conditions on my employment imposed by a regulatory body or the Independent Safeguarding Authority. I understand that to knowingly give false information, or to omit information, could result in the withdrawal of any offer of appointment, or my dismissal at any time in the future. **(Please state "I confirm" if correct)**

Signed:

Date:

Print name:

Equal Opportunities Monitoring - Optional

The information that you provide as an applicant is Confidential and will be used to:

- Produce statistics for equality and recruitment monitoring.
- Monitor our progress around equality and diversity representation within our workforce.
- Remove barriers in our recruitment, retention and development processes.
- Ensure that people from all sections of our community have fair and transparent opportunities within all areas of the council's control.

If you are successful, your details will be held within our internal employee information system and used for monitoring purposes.

Name

Gender

Other gender - please specify

Date of Birth (DD/MM/YYYY)

Ethnicity

Please write how you would describe your ethnic origin in the space provided.

Other ethnic origin - please specify

Disability

Sexual Orientation

How would you describe your sexual orientation?

Other sexual orientation - please specify

Religion

Please select from the following list:

Other religion - please specify

Please return the application to RM@valleycare.coop

Thank you