**Recruitment pack**

Home Manager

**June 2017**

YOUR APPLICATION

Dear Applicant

Thank you very much for your interest in the post of Home Manager. On the following pages, you will find details of the role and the selection process to help you to complete and tailor your application. To apply, please submit your application either by post to Clanmil Housing Association, Northern Whig House, 3 Waring Street, Belfast, BT1 2DX or by email to: [**recruitment@clanmil.org**](mailto:recruitment@clanmil.org)**.uk**

**Completed applications must be received by Friday 7th July 2017 at 12 noon.**

Once the shortlisting process is complete, we will be in touch to confirm the details for interview.

The interviews will take place at our Head Office, Northern Whig House, 3 Waring Street, Belfast, BT1 2DX, on Monday 17th July 2017.

Please do contact us if you have any questions or queries to help you decide whether to apply. You can contact us on Tel No: 028 9087 6000 or 028 9087 6011 or by email at the address above.

Kind Regards

The HR Team

WELCOME LETTER

Dear candidate,

Thank you for your interest in Clanmil Housing and in becoming one of our Home Managers. We are looking for someone who has empathy, passion and motivation to help vulnerable people make positive and lasting changes to their lives.

We have accomplished great things and taken brave decisions to scale up our activities to fund our social purpose. We will continue to develop more affordable homes and support people to live better through our work in neighbourhoods and care homes.

Enclosed are the following forms and information:

1. A Role Profile which details behaviours required of a manager in Clanmil – this will help you decide if Clanmil is the place for you;
2. a job description together with a personal specification for the post;
3. an application pack (together with guidance notes on completing the form);
4. a fair employment monitoring form and separate envelope for returning this – please enclose this envelope sealed with your application form.
5. additional sheets which **MUST** be completed and returned with your application form (this will provide more space to demonstrate how you meet the Essential & Desirable Criteria for the post).

**Please note that all essential criteria listed in the job advertisement must be clearly outlined in the completed application form. Clanmil Housing reserves the right to use heightened, but not different criteria to shortlist. For example, where a minimum standard is referred to in the criteria, candidates who exceed the minimum may be selected.**

You have applied for a position which involves working with vulnerable adults. Before appointing anyone to such a post, it will be necessary to carry out an enhanced check through Access NI Criminal Conviction Check. This check is to make sure that people who might be a risk to vulnerable adults are not appointed. The check will tell us if you have a criminal record, or if your name is included on the Disqualification from Working with Vulnerable Adults List. Declaring a criminal conviction will not necessarily bar an applicant from obtaining a post but will be seen in the context of the job criteria and the level of responsibility for the care of clients, residents, tenants and employees.

**A check will only be carried out if we are thinking of appointing you. Further details will be provided at this time.**

Clanmil Housing is an equal opportunities employer. A copy of our equal opportunities policy is available from the office on request. Please note that due to this policy CVs will not be accepted either in place of an application form or as supplementary information.

As our Home Manager, your role is to ensure the smooth integration of services and team working at both locations. You will be versatile, motivated and self-driven. If you are excited by this agenda and have the experience and skills that we need, please apply. We look forward to welcoming applications from a very diverse range of individuals.

Sincerely yours,

**Karen Gilmore**

**Group Director of Corporate Services**

**A bit about our Giboney and De La Cour homes:**

[15 bedspaces

24 hour residential care](http://clanintra/HM/SP/Housing%20with%20Care/Giboney%20House.gif)

**Giboney House, Hughes Court, Mount Merrion Avenue, Belfast BT6 0LX**

**History of the Home:** Built in1994

**Rooms:** Giboney House is a residential home providing 24 hour care and housing support for older people in 15 one bedroom en suite flats.

**Staff Members:** The home currently has 18 members of staff ranging between Senior Carers, Care Assistants, Domestic Assistants and Cooks. Giboney House residents also have a wonderful pet, a small dog called Gizmo.

[13 bedspaces

24 hour residential care](http://clanintra/HM/SP/Housing%20with%20Care/De%20La%20Cour%20House.gif)

**De La Cour House,**

**48 Woodcot Avenue, Belfast BT5 5JB**

**History of the Home:** Built in 1993

**Rooms:** De La Cour House is a residential home providing 24 hour care and housing support for older people in 13 one bedroom en suite flats.

**Staff Members:** The home currently has 15 members of staff ranging between Senior Carers, Care Assistants, Domestic Assistants and Cooks.

**The Role of the Manager at Clanmil**

At Clanmil we pride ourselves on being a bit different. We want to inspire our people to be their best, to make a difference every day and to challenge themselves by trying new things. We do a lot of serious work, but we try to have fun doing it.

We ask our Managers to deliver for our core business by displaying the following:

**JOB DESCRIPTION/ROLE PROFILE**

Job Title: Home Manager

Reporting To: Supported Living Manager

Located At: Giboney House, Belfast & De La Cour House, Belfast

Hours of Work: 37 per week

Salary: £37,558.58 - £42,992.09 per annum

**MAIN PURPOSE OF THE JOB:**

**At Clanmil, our tenants and residents are at the heart of what we do. As Home Manager, you will lead all aspects of the Housing with Care homes. You will be passionate about providing care and support for frail older people including people with dementia and promote a caring supportive environment which fosters independence ensuring everyone is treated with choice, respect, dignity and privacy. You will lead the staff team providing services across both premises 24/7 to ensure a smooth and consistent service for residents. You will be responsible for working closely with the Scheme Co-ordinator in the Independent Living (Sheltered housing) schemes adjacent at Greenville Court (De La Cour House), and Hughes Court (Giboney House) to optimise the older person services for the benefit of all. You will recognise the value of active aging and promote services that stimulate meaningful activities for individuals.**

**GENERAL RESPONSIBILITIES**

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| **A** | **QUALITY MANAGEMENT** |
| 1 | Lead the support and care services and housekeeping within the homes and garden environment. |
| 2 | Assess individuals needs and referring to relevant professional agencies and families to provide person centred care and support plans for each individual. |
| 3 | Responsible for complying with statutory requirements relevant to residential care and supported housing. Ensure that the standards of The Regulation and Quality Improvement Authority are met. You are required to have due regard to the guidance and requirements of The NI Social Care Council. You will also lead a team that is skilled and compliant with health and safety policies and procedures, carry out risk assessments to maintain a safe and healthy environment for everyone. |
| 4 | Arrange assessments, allocations and the settlement of residents and arrange review meetings care and support plans are adequate and of a high quality. |
| 5 | Ensure residents are provided with a varied, nutritious and well balanced diet that provides choice and promotes independence. |
| 6 | Report repairs and maintenance work and ensure all work undertaken meets the required standards. |
| 7 | Develop and support resident and relative involvement and hold regular meetings with residents families and ensure minutes are recorded and actions arising are followed up. are |
| 8 | Provide management cover at Clanmil homes as required. |
| 9 | Lead a culture of promoting active ageing to support residents retain skills with a focus on doing with and not just doing for. Also and to provide activities that meet the needs of individuals and combat social isolation. |
| **B** | **STAFF MANAGEMENT** |
| 1 | To lead and motivate the team across both premises by example. Be an active, visible and encouraging Manager, who is passionate about providing the services for older people. To establish and maintain effective means of communication and good relationships with residents, relatives and staff in the home, for the provision of a high quality twenty four hour service. |
| 2 | Lead and delegate responsibilities with approriate training and support for the team, to ensure there is appropriate staff in place including the rota, recruitment, inductions training and development of staff. You will ensure that frequent supervisions are carried out with all team members. |
| 3 | Ensure communication is appropriate: lead team meetings focusing on two way communication, reflective practice and ensure records and actions are followed up and closed down. |
| 4 | Ensure staff rotas and out of hours support is in place when needed. |
| 5 | Take professional action on any grievance or disciplinary matters, in liaison with Corporate Services department. |
| 6 | Ensure that electronic records and systems are in place to improve efficiency and value for money in record keeping and information sharing. |
| **C** | **FINANCIAL RESPONSIBILITIES** |
| 1 | Manage the financial effectiveness of the home in line with procedures. Responsible for working to budgets, fundraising for the Residents Comfort Funds and financial controls within the homes. |
| 2 | Approve invoices for payments promptly and ensure that monthly returns on the finances in the home are submitted to Finance Department. |
| 3 | Ensure that accommodation is occupied and that void properties are allocated promptly. |
| 4 | Provide staff duty sheets to the Payroll & Treasury Officer within agreed timescales for salary purposes on a monthly basis. |
| **D** | **PERSONAL DEVELOPMENT** |
| 1 | Be responsible for Continuous Personal Development to ensure you are aware of issues and training appropriate to your role. |
| 2 | Embrace all opportunities for learning and development to help you fulfil your  role to the best of your ability. |
| **E** | **FOLLOW THE ASSOCIATIONS POLICIES AND PROCEDURES** |
| 1 | Familiarise yourself with the companies policies and procedures which you  will be provided with at the start of your employment and during your  induction period and induction training. |
| 2 | Understand the role of the Association and its mission, and display our core values in your actions and words. |
| 3 | To work to all guideline as laid down by external organisations, including Hazard Analysis, COSHH, Health and Safety and Basic Food Hygiene. |
| 4 | Generate creative and innovative ideas to challenge and contribute to the Association’s way of working. |
| 5 | Adhere to the Association’s Fair Employment and Equal Opportunities Policy  and commit to the principles and aims of the Equality Scheme S75  duties with regard to religious faith, political opinion, racial groups, men and  women generally, marital status, age, persons with a disability, persons with  dependants and sexual orientation. |

*This Job Description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.*

*The role holder must have a flexible attitude to work and carry out any other duty, from time to time, requested by the Group Director of Housing, Supported Living Manager or any other Senior members of the Management Team.*

**Signed by Postholder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_**

**Signed by Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_**

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| **Core Values** | |
| These are our guiding principles and describe the behaviours that lead to achieving great performance in the organisation. | |
| We will show **Commitment** by: | |
| * Putting our hearts and minds into what we do. * Taking pride in delivering excellent customer service that strives to exceed customer expectations. * Looking for new ways to do things that will improve services to our tenants. | |
| We will show **Excellence** by: | |
| * Putting our tenants at the heart of everything we do. * Being attentive to customers needs by being polite, courteous and upbeat. * Going the extra mile. * Being an ambassador for Clanmil Housing by promoting the vision and our objectives in a positive and inspirational way. * Actively participating as a team member working collaboratively with colleagues to achieve mutual goals. | |
| We will show **Respect** by: | |
| * Acting with authenticity. * Fixing our mistakes * Promoting a ‘can do’ attitude. * Building mutual trust and understanding by being open, honest and respectful to others. * Actively listening to and understanding our customers' needs and expectations. * Ensuring our interactions with others internally and externally are positive and constructive. | |
| We will always be aware of our **Community** by: | |
| * Demonstrating a sense of responsibility for contributing to vibrant and resilient communities. * Understanding our role in making a difference to people’s lives. | |
| We will display **Simplicity** by: | |
| * Listening to our customers and responding to their needs. * Taking responsibility and ownership. * Delivering what we promise. | |
| We will never stop **Learning** because Change is constant. |
| * We will openly share our expertise and knowledge with others. * We take responsibility for own learning and will seek opportunities to continuously develop. * We are flexible and can adapt to change and new ways of working to enable the organisation to meet its objectives. |
| We embrace **Diversity**, everyone has a role to challenge and contribute. |
| * We recognise and understand the strengths and opportunities of a diverse workforce within Clanmil Housing. * We ensure that everyone has fair and equal access to our services. * We respond to the diverse needs and aspirations of our customers. |

**JOB SPECIFICATION**

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| **CRITERIA** | **ESSENTIAL /**  **DESIRABLE**  **(E / D)** | **Assessment**  **method** |
| **EDUCATION & EXPERIENCE**  One of the professional qualifications below:   * A Professional Social Work qualification & registered on the appropriate part of NI Social Care Council (NISCC) register, without condition * A first level registered nurse on the appropriate part of the Nursing & Midwifery Council register * Allied Health professions registered with the Health Professions Council * A minimum of 4 years work experience in health and social care setting (At least two years of this experience must be in a relevant operational management capacity in a health and social care setting).   **OR**  A Level 5 Diploma in Leadership for Health & Social Care Services (Adults’ Residential Management) for Wales and NI  and registered or be eligible for registration on the appropriate part of the NISCC register, without condition **AND** have a minimum of 5 years practice experience in any health and social care setting (At least two years of this experience must be in a relevant operational management capacity in a health and social care setting) should also apply.  2 years experience in leading a team of staff through periods of change in a positive and encouraging way  Experience in the control and management of budgets and accounts | E  E  E | Application form  Application form  Application form |
| **KNOWLEDGE**  Knowledge of the Residential Care Homes Regulations (NI) 2005 and The Standards of the Regulation and Quality Improvement Authority  Knowledge of supported Housing Supporting People Quality Assessment Framework  A working knowledge of Microsoft Office packages to include Word, Excel & Outlook | E  D  E | Interview  Interview  Interview |
| **SKILLS / ABILITIES**  Ability to influence others and make powerful presentations  Excellent communication and interpersonal skills and the ability to facilitate focus/ discussion groups  Demonstrate a passion for providing services to older people in a supportive way that focuses on promoting retaining skills and independent living.  Experience on providing meaningful activities  Ability to use own initiative and plan and organise work and encourage and support staff to use initiative and delegate appropriately.  Ability to gain the trust of others in challenging circumstances  Able to demonstrate strong leadership qualities and enthusiasm along with influencing and motivational skills  Able to empower teams in the workplace and encourage responsibility of key tasks  Have a flexible attitude to work. And able to provide out of hours ‘on call’/’sleep in’ service as required  Able to travel to meet the requirements of the post without reliance on public transport  Skilled in developing partnerships with other agencies to optimise services for residents | E  E  E  E  E  E  E  E  E  E  D | Task at Recruitment Interview  Interview  Interview  Interview  Interview  Interview  Interview  Interview  Application form  Application form  Application Form |

**Organisational Structure for Home Manager at Giboney and De La Cour**

**BOARD**

**CHIEF EXECUTIVE**

**(37hrs)**

**GROUP DIRECTOR OF HOUSING**

**(37hrs)**

**SUPPORTED LIVING MANAGER**

**(37hrs)**

**(37hrs)**

**HOME MANAGER**

**(37hrs)**

**COOKS**

**(37hrs)**

**DOMESTIC ASSISTANTS**

**(37hrs)**

**CARE ASSISTANTS**

**(37hrs)**

**SENIOR CARERS**

**(37hrs)**