



# Care Home Manager



February 2025

PRIVATE & CONFIDENTIAL

## Background to Belfast Central Mission (BCM)

BCM was established in 1889 as a Christian response to social problems in inner-city Belfast. Today, BCM continues in that tradition through its congregations and through its wide range of social care projects and community services throughout Northern Ireland. BCM's professional social care is set within a context of Christian belief, though no religious commitment is required from its staff or anyone wishing to benefit from its services.

BCM works throughout Northern Ireland to help the whole person through its diverse professional social care programmes and community projects. BCM works throughout all communities providing support and practical help for a cross-section of society.

Activities include: housing support and supported housing for vulnerable young people; Parent Support for young care leavers and families; Therapeutic Counselling for vulnerable young people; residential and housing support for older people; community based support for older people.

## Mission & Values

We support people at their point of need, we do this by living following our values:



We will always respect the dignity and beliefs of individuals through listening, communication, and empowerment.



We represent BCM in an honest, ethical, and professional manner and support a culture of integrity and responsibility.



We are committed to empowering and assisting our service users to build and maintain a lifestyle that contributes to their goals, health, happiness, and future.



We go above and beyond, always delivering an outstanding experience.

## Copelands - A New View of Caring

Copelands is Belfast Central Mission's flagship project, providing market leading care for Northern Ireland. It encompasses everything needed to create a genuine home from home where people can enjoy fulfilling and spontaneous lives. Our aim is to provide the best possible care for older people, including those living with dementia.

The home comprises of six households, each with ten residents. Our vision includes the provision of nursing care. Each household has its own front door, kitchen and living area as well as access to a communal outdoor area.

The home has been designed with different cognitive, social and physical abilities of the Residents in mind. We promote the use of familiar and recognisable surroundings and activities to stimulate residents' deepest and earliest memories. Visual clues throughout the design help residents with recollection to avoid confusion and increased anxiety. Additionally, it creates opportunities for staff and residents to interact more easily in activities of daily living.

- A household model of care offering person-centred dementia care and choice for residents.
- A gold standard of dementia design.
- Exemplar buildings with spacious rooms and extensive communal space.
- Beautiful coastal setting providing therapeutic environment for residents.



## The role of Care Home Manager

This fantastic opportunity is for an enthusiastic individual who will lead by example with a hands-on approach to managing and supporting a team. They will be an experienced manager of a residential or nursing home and have a genuine interest in this field with a desire to make a positive impact.

The Care Home Manager will oversee all care aspects within the Home and continue the development of Copelands to deliver nursing care. The focus is on maintaining a caring environment where residents and families feel secure and happy, ensuring their respect and dignity are upheld, while aligning with our organisational values. The Care Home Manager's responsibility is to guarantee highest quality care for our Residents.

## The Ideal Candidate

With a proven track record, you will be highly organised, be professional, be commercial, and have a high degree of integrity. You need to be vibrant, confident and innovative with a flair for leading and motivating people. You need to be able to deliver on the commercial and quality demands of a leading care home and be able to continue the development of Copelands to continue nursing care. Fundamentally the challenge is to balance excellent care delivery whilst also ensuring financial sustainability in line with industry benchmarks.

## Testimonials from our residents:

"From the very beginning I didn't know the true meaning of the word kindness. The staff are exceptionally kind and go above and beyond for residents." Rita

"My favourite thing about Copelands is our lovely scenery of course. I love looking out to sea on one side and having the countryside on the other." Margaret

"Copelands feels like home I love the views from my room and the staff are first class" Elizabeth

"I'm happy here, it's brilliant and it takes the pressure off my children" Jack



## Job Description

### Summary

Copelands is BCM's flagship Care Home, providing practice-leading care for older people, including those living with dementia. The Care Home Manager is responsible for the delivery of safe, effective and compassionate care in accordance with the values of BCM whilst also ensuring financial viability.

### Key responsibilities:

1. **Care** – providing safe, compassionate, person-centred and practice leading care to residents.
2. **Compliance** – meeting relevant legislative and regulatory requirements, standards and best practice, including compliance reporting.
3. **Stakeholders** – maintaining good working relationships with relatives and representatives, partner agencies and regulatory bodies.
4. **People** – leading, developing and managing staff to reach their maximum potential as individuals and as part of a care team.
5. **Commercial** – driving commercial performance to meet KPIs for occupancy, staffing levels and agency / contractor spend.

### Additional responsibilities:

6. **Budgetary** – delivering high quality care within budget and fulfilling financial reporting requirements.
7. **Facilities** – Working with the Head of Estates to maintain an award-winning care facility that meets budgetary, health & safety and statutory requirements.
8. **Strategic** – contributing to the strategic development of Copelands (as directed) to meet future care requirements.

**This Job Description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined in consultation with the Job Holder. It is not intended to be rigid and inflexible but should be regarded as providing guidelines for which the individual can work.**

## Job Specification

<b>Essential</b>	
<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years' experience managing a residential or nursing home</li> <li>• Evidence of managing and delivering a high quality financially successful care home</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• A hands on approach to management and leading your team</li> <li>• Strong leadership and influencing skills.</li> <li>• Ability to work under pressure and as part of a team.</li> <li>• Excellent organisational, planning and auditing skills.</li> <li>• Good financial skills &amp; commercial acumen.</li> <li>• Sound collaborative &amp; communication skills (verbal and written).</li> <li>• Proficient in Microsoft 365 (Word, Excel, Powerpoint).</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent working knowledge of regulatory standards.</li> <li>• Sound working knowledge of RQIA inspections and requirements.</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Full Driving Licence and access to car for business use.</li> <li>• The Right to Work in the UK.</li> </ul>

<b>Desirable</b>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NMC Pin Registration</li> <li>• Level 5 qualification in Management and Leadership.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous management experience in private residential / nursing home sector.</li> </ul>

The successful candidates will require	
<b>Access NI</b>	This Post is subject to an Enhanced Access NI check. Having a criminal record will not necessarily debar you from working with BCM. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate.
<b>NISCC Registration</b>	If you are or have been registered with NISCC, your registration must be active on commencement of employment. If you have never been registered you must be registered before the end of your probationary period.
<b>Belfast Central Mission is an Equal Opportunities Employer.</b>	

## Reward and Remuneration

<b>Location</b>	Copelands Dementia & Residential Care Home 97 Donaghadee Road, Millisle, BT22 2BZ
<b>Hours of Work</b>	40 hours per week
<b>Salary</b>	Competitive – dependant on experience and qualification Performance related bonus
<b>Probationary Period</b>	6 months
<b>Pension</b>	Auto enrolment option. An enhanced 6% employer contribution after 3 months of service.
<b>Holidays</b>	25 days per annum increasing by 2 days on 5 years-service and a further 3 days on 10 years-service.  12 Public Holidays
<b>Sick Scheme</b>	Sick scheme 2 - 4 weeks full pay & 4 weeks half pay in any 12-month rolling period. (After one years' service)
<b>Benefits</b>	Westfield Health Cash Plan Level 1 Mileage - 45 pence per mile (applicable if required to drive occasionally as part of job – does not include commute) Learning opportunities Staff events Long Service Scheme