



Candidate
Information Pack
General Manager
Registered Manager
Middlefields House





Contents

Introduction	3
Why what we do matters	4
Why the role of General Manager & Registered Manager matters.....	5
Our plan in summary.....	6
Middlefields House.....	7
Where you fit in the team	9
The main purpose of the role - General Manager.....	10
Main duties and responsibilities	11
Person specification	14
The main purpose of the role - Registered Manager.....	17
Main duties and responsibilities	18
Person specification	19
Terms & conditions	21
The recruitment process	22
Doctrinal basis	23



THIS IS A SIGNIFICANT TIME TO BE INVOLVED WITH PILGRIM'S FRIEND SOCIETY



God willing we will be opening a new home in Chippenham in the summer of 2021, Middlefields House, built to a new design that will connect with the community and be a beautiful place where older people who can no longer stay safely at home will live fulfilled lives.

This is an exciting opportunity to play a key role in establishing a brand new Christian care facility that meets the needs of the new age of care. Set within a beautifully landscaped greenfield site, Middlefields House is a purpose-built care home designed for high quality, personalised care for the over-65s, where your leadership will set the standards and personality of the whole facility.

Helping to instil the Christian ethos that is intrinsic to all our facilities, you will enjoy the support of an organisation that has been providing Christian care for over 200 years, while having the autonomy to shape the new team with your leadership style and passion for the facility and the care of its residents.

As people are generally living much longer than ever before, there are many new challenges and opportunities facing us all. The plan for all of our homes and schemes is that they will partner with local churches to provide wonderful places for people to live when they need care and support and that they will enable and equip churches pastoral and outreach work with older people.

Pilgrims' Friend Society has been providing Christian care to older people for over 200 years, and our expertise in the issues that matter to older people is of enormous relevance and much in demand. Our investment in Middlefields House is the first of what we hope will be a series of similar developments that will allow our ministry to flourish in every one of our 15 locations across the UK.

We hope the information in this pack will whet your appetite, and that you will prayerfully explore whether you might have a calling to join our team and help lead and deliver the work of the Society in Chippenham in this new phase of its development.

Neal Shelton-Green, our Assistant Director of Operations – Commissioning, who is leading the commissioning of Middlefields House would be most happy to answer your questions, and to provide any further information you may need. Alternatively, you can contact Tracy Madgwick of Action Planning's Recruitment Team who are managing the recruitment process.

Neal Shelton-Green 07930 619871
neal.sheltongreen@pilgrimsfriend.org.uk

Tracy Madgwick 07899 665506
Tracy.madgwick@actionplanning.co.uk





WHY WHAT WE DO MATTERS



Pilgrims' Friend Society (PFS) is a leading Christian provider of residential, dementia care and housing for older people, tracing its history back to 1807. With 15 schemes throughout the UK, caring for around 500 people, we also provide resources such as books, other publications, conferences and seminars on Christian perspectives on caring for older people.

In the UK we are about to see a significant acceleration in ageing in a time of unprecedented uncertainty for all age groups as we emerge from the pandemic. This will create unprecedented opportunities for Christians but also significant challenges for churches and society.

For the Church, over the next 20 years those aged over 65 is projected to be the only demographic segment that will grow in absolute and percentage terms. People in the second half of life already comprise more than 50% of congregations and this percentage will rise (*Brierley Consultancy*).

Our experience of providing hands on care, and knowing how to work with older people to enable fulfilled living, equips us to make a significant contribution to furthering Christian ministry as the UK ages. Alongside local churches we believe that there is a significant opportunity for us to be an effective witness to and influence on how Society thinks about older people and the purposes that God has in store for them.

The pandemic makes what we do more important as it creates fear and anxiety; increases risks; exacerbates loneliness and isolation; hastens cognitive decline and increases the need for older people to know Jesus and to be reminded that He is with us and is a solid foundation.

Our long term vision for our work, including Middlefields House, is that alongside partner churches:

- Everyone in our catchment areas has access to a care home that will provide Christian care, with Jesus at the centre, when care at home becomes impossible
- Everyone has opportunity to attend a church service, tea party, holiday at home or other Christian activity where they can make friends and meet people.
- No-one dies alone without having had the opportunity of hearing and responding to the gospel.
- All older Christians are encouraged in their service for the Lord
- Older people know that Jesus can be with them in the valley of the pandemic.

Our contribution to this is for our homes and housing schemes to be Christian good news for people who can no longer live safely at home and for them to work with local churches to encourage their pastoral and evangelistic ministries with, and through, older people. Middlefields House is the first development in an ambitious "Renewal Programme" to build six new state of the art Christian care homes as fast as is possible in these uncertain times.

WHY THE ROLES OF GENERAL MANAGER AND REGISTERED MANAGER MATTER



We are looking for a General Manager to lead the home in Chippenham through the challenges of commissioning a new home and making our vision of care a reality at Middlefields House and in the church community in the catchment area. Our General Manager will be a key member of our Senior Management Team, helping develop our plans and strategies and ensuring the safe ongoing operation of our work.

The Registered Manager will lead the Care Team in the home providing the highest standard of professional care in line with best practice especially our unique programme, “The Way We Care”, and ensure that we maintain the Christian ethos that is so important to our residents.

PFS is based on Christian principles and we regard our work as a calling from God. All our senior staff are unequivocal in their commitment to our evangelical basis of faith outlined in our Doctrinal Basis and we guard this as an essential distinctive that needs to be outworked in all areas of the Society’s work.

THE WAY WE CARE

The Way We Care is Pilgrims’ Friend Society approach to ensuring that older people have all that they need to flourish in their later years. We are committed to seeing the whole person—their history, their experiences, their preferences; the joys and the sorrows of life, and to knowing who the important people are who make up the bundle of each person’s living.

We think of everyone who lives and works in our homes as “family”. We value each individual as a person and we work hard to live with our residents so that they are able to contribute to life in the home. We invest in training our staff to understand dementia and how to help people living with dementia participate in family life and we employ people to make this happen over and above those needed to enable the operations of the home.





OUR PLAN IN SUMMARY



The ageing of the UK population will create significant opportunities for Christian outreach and service. The pandemic amplifies these opportunities and creates some new challenges to the way that care is delivered and its costs.

We thank God that this charity has strong reserves and the resources to withstand short term shocks and be a leading influence in providing and encouraging Christian care through this pandemic period.

Of our fifteen operational units, six are in older premises that within ten years or so will no longer be fit for purpose as they become inaccessible to people who want and need looking after.

Our plan is to build new homes to replace these homes and to invest in keeping our other homes at the top of their game. We call this our “Renewal Programme”. Middlefields House is the first of these projects. This is a demanding strategy as:

- The older homes struggle financially and/or are vulnerable to downturns in occupancy or cost increases.
- Building and commissioning six new larger homes requires significant new capital
- The financial and political environment for the funding of adult social care is uncertain.
- The pandemic creates significant new uncertainties.

We believe that we are called to grow in this way as more people will need Christian care; evangelical Christian churches need help and encouragement to value older people; and society needs to see evangelical Christians at the forefront of showing how God values every older person.

Our vision “Fulfilled Living”, by which we mean older people receiving the Christian encouragement, love, care and support that they need to live fruitful, productive and dignified lives. (Psalm 92). Our homes and schemes have plans that explains what this vision means for each location.

The goals we have set are:

- More people receiving excellent Christian care and support through our Homes and Schemes
- The Biblical value of older people evident to all through what we do, influencing policy and practice in churches and beyond

The strategies that we are following to achieve these goals can be summarised as:

- Strengthening our organisation so we can grow
- Delivering high quality Christian care and support by investing in our homes and schemes
- Growing our impact as we work with and influence others

MIDDLEFIELDS HOUSE



Middlefields House is planned to open in summer 2021 at which point the family members living at our existing Chippenham home who choose to do so will transfer across.

Middlefields House will have 48 spacious rooms designed to work as four households of 12 rooms so that we have a homely, family feel. The design is happily consistent with principles recognised in RIBA publications as being consistent with the best infection control.

Our concept of care is that we live with our residents as family, encouraging everyone to contribute to life at the home as they are able. We invest heavily in staff training to ensure that people living with cognitive impairment and dementia can participate in what we call family life to the fullest extent possible.

Middlefields House will build on the good work done by our

existing home in Chippenham and the work done by our Community Engagement Officer over the last two years to encourage churches in their outreach and ministry with older people. The home will have a community hub and bistro that will be open to the community as well as being a destination worth visiting for people living with us and their visitors.

Like all facilities serving older people, what we do at Middlefields House and when we do it will be dependant on the situation with the Covid19 pandemic at the time we open.

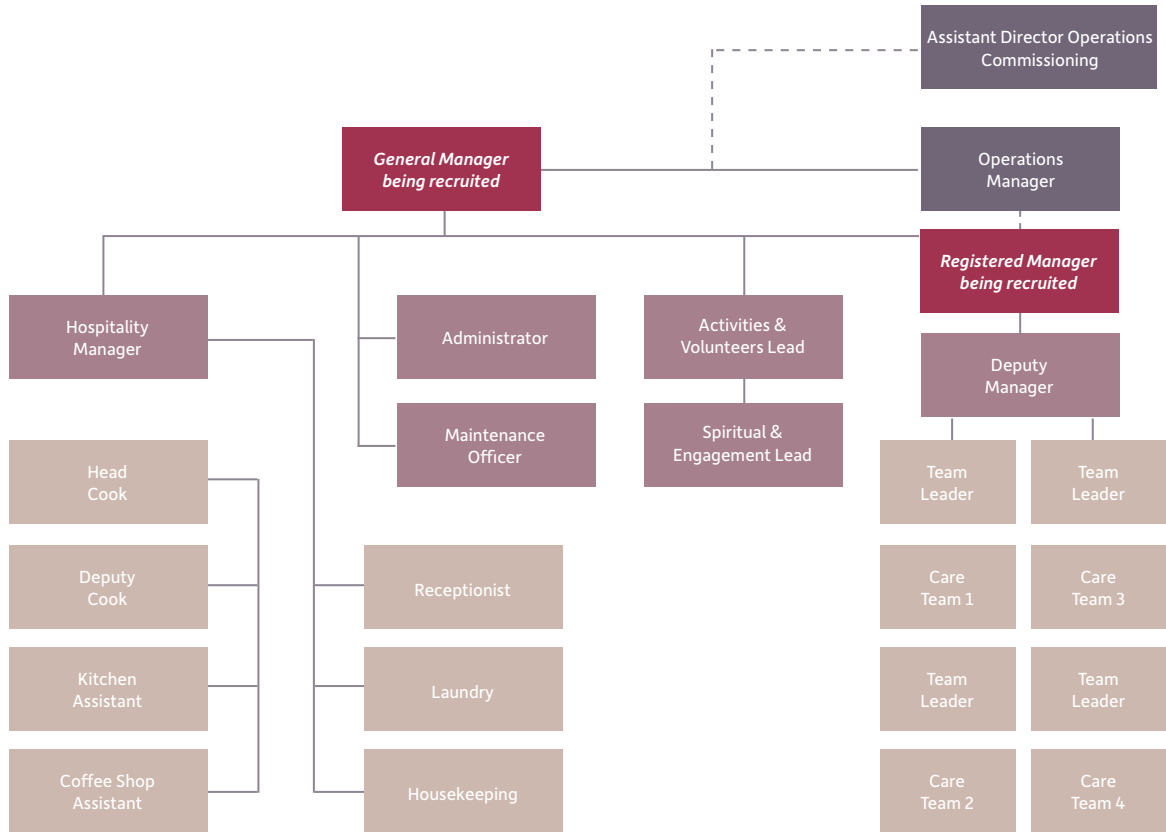
For more information and a fly through video, please visit our website at

www.pilgrimsfriend.org.uk/middlefields-house





MIDDLEFIELDS HOUSE ORGANISATION CHART



THE MAIN PURPOSE OF THE ROLE GENERAL MANAGER



The role of the General Manager is to lead the team at Middlefields House and create a culture which delivers a responsive and innovative service in line with the organisations unique programme “The Way We Care”, liaising closely with residents and customers to ensure their needs are met and expectations exceeded.

Reporting to the Assistant Director (Commissioning)/ Operations Manager, you will oversee the whole operation of the site including the coffee shop and the care home, although the day to day running of the care home will be the responsibility of the Care Home Manager who will also be the Registered Manager (for the purpose of the Care Quality Commission).

You will maintain the Christian ethos of the home and provide a working environment where each member of staff feels that they are part of the team, with something to contribute and with the opportunity to develop their personal skills.

You will also play a key role in leading our work to engaging with the local community through effective partnerships with local churches that will increase volunteering in the home and encourage churches in their work with older people.

Your job can be summarised under four main headings:

- Providing effective leadership to the team to ensure the smooth running of the site
- Leading the Service Teams to provide the highest standard of service in line with “The Way We Care”
- Managing the business administration of the site
- Exercising leadership in the pastoral and spiritual life of residents and staff

WHERE YOU FIT INTO THE TEAM

- You are responsible to the Assistant Director (Commissioning)/regional Operations Manager.
- You are responsible for the Registered Care Manager, Hospitality Manager, Activities Facilitator/Pastoral Lead, Maintenance Officer, Administrator.
- You have responsibility for all care staff administration in conjunction with the Registered Care Manager
- You will have regular supervision with the Assistant Director (Commissioning)/regional Operations Manager





GENERAL MANAGER



GENERAL RESPONSIBILITIES LEADING THE WORK AT MIDDLEFIELDS HOUSE

- Promoting a culture of collaboration, customer service excellence and clear lines of communication, ensuring that all customers, residents, staff, volunteers and visitors experience Middlefields House as a positive and integrated community.
- Promoting and leading a collaborative way of working amongst staff and volunteers, ensuring they are fully consulted about site decisions and work with the team to find innovative and creative solutions to problems, including dealing effectively with conflict within the team.
- Ensuring that the team deliver against local strategic aims and key performance indicators.
- Being the main senior point of contact on site for any issues of concern for customers and visitors
- Ensuring spiritual needs of Residents are met by directing the activity/ volunteers lead, and spiritual lead, so that regular devotions, worship services and other activities are occurring.
- Responsible for achieving the Society's KPIs such as target occupancy levels, profit targets, excellent feedback on the quality of provision.
- Ensuring performance against KPI's is regularly analysed and action with relevant colleagues taken as required, to continually improve responsiveness and service to residents and customers.
- Identifying growth opportunities by working with Engagement and Volunteers
- In conjunction with the Marketing and Communications team, develop and implement a marketing communications plan for Middlefields house to both engage the local community and promote the services that we offer.
- Lead in engaging with the local community, including churches, to promote the Society, enhance the quality of life for residents and encourage churches in their work with older people. This will also promote the delivery of a vibrant and balanced community within the site.
- Contributing to the setting and reviewing of annual budgets for the site. Monitoring budgets, regularly reviewing revenue and expenditure against agreed targets. This includes overseeing care home occupancy levels.
- Maintaining and monitoring day to day relationships with key contractors, partners/contracts, suppliers, agencies, and other parties, ensuring operational efficiencies and that service level agreements are met.
- Overseeing the storing of accurate records in compliance with Society policies and procedures and following safe practices in relation to Health and Safety and other applicable legislation.
- Acquiring and maintaining up to date knowledge of the hospitality and care sectors including economic, social, demographic, technological and political changes and/or trends that may affect service provision.

MAIN TASKS

STAFF

- Regular, day to day conversations and coordination with relevant colleagues, plus facilitation of team meetings, to ensure the site is operating effectively.
- Building strong relationships with team colleagues to develop an understanding of their operational pressures and needs and identifying how through collaboration these can be reduced.
- Line-managing the Registered Care Manager, Hospitality Manager, Activities Facilitator/Pastoral Lead, Maintenance Officer, Administrator and Receptionist with support from the central teams to ensure all tasks are covered. This includes overseeing the rostering arrangements, the allocation of bank and agency workers, and ensuring that necessary information is passed to the Society's payroll team.
- Supporting and working with the Registered Care Manager to enable them to fully discharge the responsibilities that are required by the Regulator.
- Ensuring the Hospitality Manager and the catering team meet high standards and areas for future growth and development are recognised and exploited including the coffee shop.
- Developing close relationships with the Society Property Services Team and external contractors to ensure daily maintenance and building concerns are resolved promptly in order to maintain high standards in the physical environment at all times.
- Supporting the Activities Facilitator/Pastoral Lead to ensure that a varied, engaging, and inclusive programme of activities are provided for residents.
- Ensuring the site profile in the local community is positive and in collaboration with other colleagues including the Activities Facilitator/Pastoral Lead, actively seek ways to engage with different local community groups.



GENERAL MANAGER



- Liaising with the Activities Facilitator/Pastoral Lead to recruit, select, support and encourage volunteer opportunities, ensuring that volunteers are integrated as part of the staff team and used for the direct benefit of residents.
- Supporting the Administrator to develop and manage administrative systems to ensure the timely, efficient and effective delivery of services
- Through the Hospitality Manager ensuring that the front of house staff deliver an efficient and professional service by being a visible and positive role model for excellent customer service and customer relations
- Ensuring that development and training requirements of team members are identified, making sure that they undertake mandatory training and other learning and development activities relevant to their role and/or specialisms—in line with the Society's Personnel Policies and working with relevant team colleagues.
- Undertaking supervisions, appraisals and performance reviews with team members and ensure that they in turn are equipped and able to run these with their own team members. Troubleshooting with colleagues and addressing any matters of concern promptly to prevent them becoming formal performance issues.
- Linking in with team colleagues to establish current staff vacancies then working in partnership with HR to ensure coordinated responses to attraction recruitment, selection, appointment and retention.
- Overseeing all people management processes for your team including performance management and absence management in accordance with the Society policies and procedures and with support from HR.
- Resolving sensitively any conflicts within the team, supported by the Assistant Director (Commissioning)/ Operations Manager and HR where necessary to facilitate a resolution.
- Submitting staff monitoring hours to the Assistant Director (Operations).
- In line with Society policy, linking with team colleagues as necessary to ensure any complaints are responded to promptly and effectively, leaving the customer satisfied with how the complaint process has been handled.
- Being responsible for administration of resident applications in accordance with Applications & Admission policy

SERVICE MANAGEMENT

- Managing contracts with the local authority and Clinical Commissioning Group to ensure a quality service and compliance.
- Ensuring that budgets are managed on a daily basis and used effectively to improve the residents' and/or colleagues' experience.
- Liaising closely with colleagues to ascertain early when residents are moving in or out to ensure that rooms are reinstated quickly and ensure that the service user's experience of moving is positive. This includes taking a lead role in inducting and welcoming new residents and ensuring they have all the information they need.
- Ensuring that systems are in place for on-call in relation to maintenance, access, emergency care and other general issues or concerns. Taking a share of on-call cover as required with other members of the management team.
- Maintaining your knowledge of site events and activities at all times.
- Liaising with Hospitality Manager to ensure budgets are maintained and that costs for external activities (refreshments for external groups using facility) are managed.
- Leading team devotional times and be involved in resident and staff devotions as needed.
- Liaising with the relevant Operations Manager on all matters to do with internal decor/fabric.
- Liaising with the Finance team on any debt recovery of outstanding/non-payment of fees, where required, and manage payments in conjunction with the Head Office team.
- Keeping up to date with PFS policies and procedures, and changes to regulation

RESIDENTS

- Promoting service excellence throughout all aspects of the site, ensuring that customer expectations are exceeded, and managing the performance of a team to deliver the highest possible customer service standards.
- Where appropriate, cross refer any issues or tasks raised by residents/customers to the relevant teams, ensuring that regular updates are provided to the resident/customer.



GENERAL MANAGER



IN CONJUNCTION WITH REGISTERED CARE MANAGER:

- Promoting the Society and the home to maximise occupancy and ensure that contacts are followed through and progressed toward occupancy as far as reasonably possible.
- Negotiating for optimum level of fees from the local authority, Third Party Top-ups & Clinical Commissioning Groups, etc (following resident initial assessment by Registered Care Manager) where applicable.
- Holding relatives' meeting to give them a voice which informs agreed actions.
- Attendance at Society meetings and functions, including Annual Meetings, conferences and other meetings when appropriate and/or when invited.
- Carrying out the duties of 'responsible officer' for the Home when you are on duty as required under Health and Safety, Public Health and Fire Regulations.
- Complying with current legislation and requirements of relevant authorities, with the help, advice and support of the Head Office team.
- Complying with Health & Safety Regulations, with the advice and help of the Society's Safety Manager and/or Health & Safety Consultants.
- Being present at inspection visits of external bodies and actioning any requirements.
- Taking an active part in developing the role of the General Manager in conjunction with the Registered Care Manager and Assistant Director (Commissioning)/Operations Manager, for the good of the home and the Society as a whole.
- Taking an interest in the strategic aims of the Society, actively and positively communicating developments to all staff through team meetings and individually.

OTHER

- You are also expected to further your own knowledge and development through attendance of training and development sessions provided or facilitated by the Society.
- In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities.

GENERAL MANAGER - PERSON SPECIFICATION



ATTRIBUTES

ESSENTIAL CRITERIA

DESIRABLE CRITERIA

KNOWLEDGE & EXPERIENCE

- Experience of managing and leading a team
- Significant experience of good people management practice (e.g. recruitment, performance management, training and development)
- Sufficient commercial awareness and aptitude to oversee the effective operation of the community cafe
- Experience of working in a care setting
- Experience of being accountable for the performance of a team/ business unit/function

- Good understanding of budgeting systems and how to effectively manage defined budgets in a creative way
- Understands principles of excellent people management
- Understands how to create and maintain a working culture that supports the organisation's values and beliefs
- Demonstrate sufficient commercial awareness and aptitude to oversee the effective operation of the community cafe

- Significant experience of managing and leading a team within a care setting
- Establishing a new team/ business unit
- Working with families and people at the end of life.
- Working with older people (with dementia and/or learning disabilities and/or mental health)
- Awareness of Care Act 2014
- A good understanding of the needs of older people
- Understanding of the importance of working within a regulatory environment

QUALIFICATIONS & TRAINING

- Significant leadership experience
- Evidence of a commitment to own personal development and training

- Willingness to participate in training and attend relevant staff meetings
- Willingness to provide training and coaching to others

- Management skills qualification.

SKILLS & ABILITIES

- Able to lead, motivate and encourage staff to give of their best
- Able to work effectively alone or as part of a team;
- Planning and organisational skills
- Confident in negotiations with third parties such as Local Authorities, community representatives and professional bodies
- Willing & able to lead resident devotional times
- Able to oversee administration of home.
- Able to manage finances – being proactive about occupancy (income) and working within cost budgets
- Good working relationship with superiors, colleagues and staff
- Dedication to the life and aims of the home/scheme.

- An ability to work under stress and cope with many things happening at once
- Calmness in all situations – ability to be depended upon by others
- Able to organise own work and take full responsibility for smooth running of the home/ scheme
- Must be computer literate and familiar and comfortable using Microsoft Word, Excel and Outlook.
- Understanding of social media and how such technology can support residents; encourage relatives; and promote the home.
- Able and willing to maintain confidentiality.
- Mental stamina (able to “keep going” through busy days).
- Comfortable to work with figures e.g. calculating staff hours

- Ability to counsel staff and advise residents and relatives, especially in situations of bereavement & serious illness.

GENERAL MANAGER - PERSON SPECIFICATION (CONT'D)



ATTRIBUTES

ESSENTIAL CRITERIA

DESIRABLE CRITERIA

PERSONAL ATTRIBUTES, VALUES & BEHAVIOURS

- | | |
|--|---|
| <ul style="list-style-type: none"> • Passionate about the value of all older people and the opportunity to help build a new home and “family” that appreciates them and helps them live fulfilled lives secure in the knowledge of God’s love for them • Helpful, positive and respectful to all • Treating people as individuals with unique and diverse needs | <ul style="list-style-type: none"> • Willing both to lead and to be led and to do any reasonable task to get the work done • Be a compassionate person • Willingness to support residents in their Christian faith • A positive attitude towards the Pilgrims’ Friend Society and its wider aims and objectives • A mature attitude with proactive, collaborative and assertive leadership |
|--|---|

- Interest in current affairs, particularly in relation to social care would be helpful.

COMMUNICATION SKILLS

- | | |
|--|--|
| <ul style="list-style-type: none"> • Ambassadorial skills: able and excited to represent the home to all stakeholders and the local community • Excellent customer care skills • Communicate effectively at all levels; especially with residents, staff, supporters, relatives, visitors | <ul style="list-style-type: none"> • Listening skills • Good interpersonal skills • Good written communication skills • Good telephone manner. |
|--|--|

- (Empty box)

OTHER SPECIAL REQUIREMENTS

- | | |
|--|---|
| <ul style="list-style-type: none"> • Willingness to be flexible in working pattern • Physical and mental stamina • High standards of behaviour and appearance | <ul style="list-style-type: none"> • Willingness to put in extra effort when needed. • Recognition that this is an important role, requiring a high level of commitment and sense of responsibility |
|--|---|

- (Empty box)

CHRISTIAN OCCUPATIONAL REQUIREMENT

There is an occupational requirement that the job holder is a Protestant Christian able to accept the PFS Basis of Faith which you can find at the end of this pack.



THE MAIN PURPOSE OF THE ROLE REGISTERED MANAGER



1. To lead the Care Team in the home, to provide the highest standard of professional care in line with best practice especially the company's unique programme, "The Way We Care" and maintaining the Christian ethos that is so important to our residents. Achieving this through the visible leadership, encouragement, and supervision of the senior care team.
2. To provide a working environment where each member of staff feels that they are part of the team, with something to contribute and with the opportunity to develop their personal skills.

Your job can be summarised under four main headings:

- To take an active lead in caring for residents, by providing a loving and caring environment and maintaining the Christian ethos that is so important to them.
- To ensure that the home remains fully compliant with CQC Regulations and strive to exceed these for excellence.
- To create a management style which enables all staff to develop high standards of professional care by direct, supervisory, and the supporting of staff.
- Assist in the pastoral and spiritual life for residents and staff.

WHERE YOU FIT INTO THE TEAM

- You are responsible to the General Manager.
- You are responsible for all care staff within the home.
- You are part of a team of managers who are equal partners and need to collaborate and work in cooperation with each other to continue operating in an environment of continuous improvement.
- You will also have regular care related supervisions with PFS Operations Manager.



REGISTERED MANAGER



YOUR MAIN JOB DUTIES ARE:

- Oversight of the four care teams and the provision of care ensure CQC Regulatory compliance
- Carrying out initial assessment to determine whether the Home can meet their Care/Nursing needs
- Following assessment, ensure the development of an appropriate and up-to-date person-centred care plan with the resident and/or their advocate and ensuring it is reviewed regularly
- To ensure Care plans are implemented and the care and wellbeing of the residents are kept to a high standard
- Taking overall responsibility for the management of medications and the medication system, in accordance with Society policy and relevant legislation.
- Taking overall responsibility for Care Quality Audits including Infection Control, Care plans, medication
- Assist in the delivery of care where necessary
- Leading resident and staff devotions
- Providing senior cover for the home at all times, day and night. To ensure there is “on call” provision day and night.
- Taking a share of on-call cover as required with other members of the management team.
- To conduct supervisions and appraisals for senior care staff and to ensure the same is undertaken for all care staff.
- To ensure that all care staff are trained for their roles and responsibilities
- Helping to recruit members of the care team with the deputy care manager
- To attend regular meetings, as required, with the senior management team within the home to participate in discussions relating to strategic development and operational trends to enable the best possible service delivery assuming budgets are adhered to
- Keeping up to date with PFS policies and changes to regulation
- To establish and maintain good effective working relationships with multi-disciplinary agencies including safeguarding
- Liaising with the General Manager to achieve optimum level of fees from LA and arranging admission
- On-going Assessment of residents needs to determine fee levels for self-funders and where possible increase from LA
- Providing excellent customer care, ensuring that telephone calls and personal callers are dealt with in a friendly, efficient and professional manner.

- Undertaking of investigations into complaints from residents and/or relatives and incidents in accordance with Society policy in conjunction with General Manager.

IN CONJUNCTION WITH GENERAL MANAGER:

- Work with the General Manager on Quality Assurance within the home, in line with Society policy, monitoring quality and developing and implementing action plans in conjunction with the General Manager.
- Promoting the Society and the home to maximize occupancy and ensure that contacts are followed through and progressed toward occupancy as far as reasonably possible.
- Attendance at Society meetings and functions, including Annual Meetings, conferences and other meetings when appropriate and/or when invited.
- Carrying out the duties of ‘responsible officer’ for the Home when you are on duty as required under Health and Safety, Public Health and Fire Regulations.
- Complying with current legislation and requirements of relevant authorities, with the help, advice and support of the Head Office teams.
- Complying with Health & Safety Regulations, with the advice and help of the Society’s Health & Safety Consultants.
- Being present at inspection visits of external bodies and actioning any requirements.
- Taking an active part in developing the role of the Registered Manager in conjunction with the General Manager and Operations Manager, for the good of the home and the Society as a whole
- Taking an interest in the strategic aims of the Society, actively and positively communicating developments to all staff through team meetings and individually.

GENERAL

- You are also expected to further your own knowledge and development through attendance of training and development sessions provided or facilitated by the Society
- In addition to the duties and responsibilities listed, you are required to perform other duties assigned by your manager from time to time that are within your capabilities.

REGISTERED MANAGER - PERSON SPECIFICATION



ATTRIBUTES

ESSENTIAL CRITERIA

DESIRABLE CRITERIA

KNOWLEDGE & EXPERIENCE

- Working knowledge of Care Act 2014 and CQC's Fundamental Standards
- Health & Safety regulations
- A good understanding of the needs of older people
- Understanding the need for maintaining confidentiality
- Management or supervisory experience within a care home or very similar environment
- Working knowledge of person-centred care plans

- Working within Care Quality Commission (CQC) registered service
- Working with older people (with dementia and/or learning disabilities and/or mental health)
- End of life care

QUALIFICATIONS & TRAINING

- Qualification in health and social care
- Basic literacy and numeracy skills
- Willingness to participate in training and attend relevant staff meetings
- Awareness of self-development
- Willingness to work towards Leadership & Management of Care Services/Registered Managers' Award or relevant QCF/NVQ at level 5 or above or equivalent
- Willingness to provide training

- Level 1 nursing qualification (RN or equivalent) OR Leadership & Management of Care Services/Registered Managers' Award or relevant QCF/NVQ at level 5 or above or equivalent
 - Management skills qualification.
- Qualification or evidence of training in some or all of the following:
- Dementia
 - Food hygiene
 - End of life care
 - Infection Control
 - Moving & handling
 - Safeguarding
 - Mental Capacity Act (MCA)
 - Deprivation of Liberty Safeguards (DoLS)

SKILLS & ABILITIES

- Able to lead, motivate and encourage staff to give their best especially in situations of bereavement & serious illness.
- Ability to promote personal care in a manner that upholds the principles of person-centred care
- Ability to enable residents to retain the highest possible degree of privacy and personal independence
- Ability to promote compassionate care through relationships based on empathy, respect and dignity
- Ability to see people as individuals and interact with them at every level
- Able to work effectively as part of a team;
- Organisational skills
- Able to work within budget.
- Ability to counsel and advise residents, staff and relatives,
- Good working relationship with superiors, colleagues and staff
- Dedication to the life and aims of the home.
- An ability to work under stress and cope with many things happening at once
- Calmness in all situations – ability to be depended upon by others
- Able to organise own work
- Take full responsibility for the Care provision in the home
- Computer literate
- Able and willing to maintain confidentiality
- Mental stamina (able to “keep going” through busy days)

- Ability to engage people in social and/or meaningful activities
- Willing & able to lead residents' devotional times



REGISTERED MANAGER - PERSON SPECIFICATION (CONT'D)



ATTRIBUTES

ESSENTIAL CRITERIA

DESIRABLE CRITERIA

PERSONAL ATTRIBUTES, VALUES & BEHAVIOURS

- | | |
|---|---|
| <ul style="list-style-type: none"> • Passionate about the value of all older people and the opportunity to develop a culture of care in a new home that appreciates them and helps them live fulfilled lives secure in the knowledge of God's love for them • Helpful, positive and respectful to all • Treating people as individuals with unique and diverse needs • Commitment to supporting | <ul style="list-style-type: none"> • people to exercise their rights and choices and retain control • Willing both to lead and to be led and to do any reasonable task to get the work done • Be a compassionate person • Willingness to support residents in their Christian faith • A positive attitude towards the Pilgrims' Friend Society and its wider aims and objectives |
|---|---|

- Understanding of Emotional Intelligence

COMMUNICATION SKILLS

- | | |
|--|--|
| <ul style="list-style-type: none"> • Customer care skills • Communicate effectively at all levels; especially with residents, staff, supporters, relatives, visitors • Listening skills | <ul style="list-style-type: none"> • Good interpersonal skills • Good recording skills • Ability to compose emails/letters etc to staff and residents as well as authorities etc • Good telephone manner |
|--|--|

-

OTHER SPECIAL REQUIREMENTS

- | | |
|---|---|
| <ul style="list-style-type: none"> • Willingness to be flexible in working pattern • Good general health and reasonable level of fitness to be able to assist in the delivery of care as required | <ul style="list-style-type: none"> • Physical and mental stamina • High standards of behaviour and appearance • Willingness to put in extra effort when needed |
|---|---|

-

CHRISTIAN OCCUPATIONAL REQUIREMENT

There is an occupational requirement that the job holder is a Protestant Christian able to accept the PFS Basis of Faith which you can find at the end of this pack.

TERMS AND CONDITIONS



Salary:

General Manager: £46,000

Registered Manager: £44,000. A one-off tax free relocation allowance is also attached to this role.

Holiday entitlement: 5 weeks plus bank holidays

Pension: Contributory pension scheme, with a minimum employee contribution of 5%. PFS contributes 3%, (6% for people aged 55 plus). Subject to 3 months' postponement at start of employment.

Other benefits: Life Assurance of two times salary for those in the pension scheme. Perkbox -an employee benefit and discount scheme.

Location: Chippenham, Wiltshire.

Travel: You will be expected to travel to PFS homes and offices around the country as part of your induction and to occasional national meetings. Evening and weekend working will be required as part of an on call rota.



THE RECRUITMENT PROCESS



If you would like to apply for this exciting role, please send the following to Hayley McDonald at

hayley.mcdonald@actionplanning.co.uk

- a full CV outlining your career history to date. Please include details of your latest remuneration and benefits.
- a covering letter, of no more than two pages in total, **outlining how you meet the criteria set out in the person specification** and your reasons for applying.
- a completed Personal Details Form, available on the [Action Planning website](#).

The closing date for applications is

9am on Monday 7 December.

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted for first interview by **5pm on Friday 11 December.**

First interviews will be conducted by Tracy Madgwick, of Action Planning by Zoom during week commencing **week commencing 14 December.**

Final interviews will be held in Chippenham, Wiltshire if Government advice allows for this or alternatively remotely via Zoom.

- **General Manager interviews will take place on Tuesday 22 December.**
- **Registered Manager interviews will take place on Wednesday 23 December.**

All candidates are encouraged to visit the new home site before the final interview.

All candidates will be required to sign the doctrinal basis and we will take references from the candidate's church minister as well as the usual employment references.



DOCTRINAL BASIS



The Society's Doctrinal Basis contains the foundational elements of our beliefs and provides the bedrock on which the practical expression of our Christian faith is built. The Society's core values are grounded in our Christian convictions. We accept the Bible's authority for setting the principles by which we operate and informing our attitudes towards others in society.

The Doctrinal basis is:

- The Scriptures of the Old and New Testament are the only rule of faith and practice
- The unity of God in three co-equal and co-eternal persons; the Father, the Word, and the Holy Ghost
- The essential divinity and sinless humanity of Jesus Christ as God-man mediator
- The Godhead and personality of the Holy Ghost
- The fall of man by sin
- The efficacious grace of God
- Redemption by Jesus Christ and justification by His blood and righteousness
- Regeneration and sanctification by the Holy Spirit
- The final perseverance of the saints
- The general resurrection and judgement of all men
- The eternal bliss of saints and the everlasting punishment of the wicked



OTHER INFORMATION AVAILABLE

The following information will be made available to candidates on request:

- Latest annual report and accounts
- The current organisation plan and strategy