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Extra Care Team Manager

Reference 97107

Brent Extra Care Services

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation, however we cannot accept a CV as a completed application.

Closing Date: 27 November 2026

Once you have submitted your application form, please allow *10 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS**.**

We are very much looking forward to receiving a completed application from you.

Yours Faithfully,

Recruitment Department

All employees are subject to enhanced DBS checks.

JOB DESCRIPTION – EXTRA CARE TEAM MANAGER
Brent Extra Care Services

Hours: Full time hours (37.5 hours per week) to be worked flexibly according to the needs of the service. It is expected that you will have close and regular contact with clients and support with empathic personal care as required. **You will do at least two shifts per week on the rota working directly with clients.** Whilst most hours will be delivered during the week days, you will be expected to work on weekends when required.

Responsible To: Extra Care Registered Manager/Area Manager.

The Role:

i. You will be based between our three Brent services and will be responsible for the operational management and quality of the services. You are expected to collaborate with the Extra Care Registered Manager, Social Services and other stakeholders. You will ensure that CQC care standards are met and the highest level of customer service is provided.

ii. You will ensure a flexible and empowering service to meet the needs of clients and work with housing providers and families to promote a positive atmosphere within the scheme and passionately encourage social activities on site and connections with the wider community.

Main Duties

1. Service Management

1.1 Maintain a person-centred service and promote excellent working relationships with clients, families and involved professionals.

1.2 Lead the delivery of a service which is flexible, person centred and promotes the privacy, dignity, independence and chosen lifestyles of clients.

1.3 Ensure the provision of respectful personal care in line with the preferences of clients. You will ensure that the care provided is reliable, skilled and sensitive and is delivered at times which meet the needs and lifestyle preferences of the clients.

1.4 Support service users to participate in activities such as reminiscences sessions, sensory activities, and other creative and musical pursuits in order to sustain a positive quality of life.

1.5 Maintain sufficient contracted and relief staff to meet the assessed needs of clients and the contract specification and to avoid using agency staff. You will proactively identify staff vacancies and organise the recruitment and selection of staff and volunteers, under direction of the Extra Care Registered Manager/Area Manager. You will ensure client and family involvement staff recruitment and selection.

1.6 Match staff to clients, taking account of their needs, preferences (including gender preferences), their interests and lifestyle. You will ensure that clients with complex needs have an identified Key Worker with appropriate skills and personal qualities.

1.7 Promote awareness of the service and respond to enquiries and referrals. You will contribute to the Allocations Panel, collaborating with housing providers to fill vacancies according to service aims and specification and ensure best value to the commissioners.

1.8 Ensure that clients have regularly reviewed and evaluated person centred care plans. This includes monitoring content and implementation of plans and client satisfaction with their planned and delivered care. You will ensure that the service is appropriate and responsive to changing needs and preferences of clients.

1.9 Ensure that clients receive appropriate, high-quality care and support to meet their needs, drawn from internal and external services. This includes making referrals to specialists and agencies to ensure that individual needs are identified and met. You will ensure that all clients are effectively linked into Care Management, CPA and other planning mechanisms. You will raise awareness of clients' rights as citizens to health and social care and universal services.

1.10 Ensure that clients maintain existing skills and that staff promote re-ablement and maximise independence.

1.11 Ensure an appropriate 24-hour response in emergencies and requests for assistance via emergency alarm/pull cord system or other means. You ensure that staff understand their duty of care in respect of medical and other emergencies and are confident in contacting emergency and on-call services.

1.12 Ensure that clients are supported in managing physical and emotional wellbeing and meeting health care needs. You will ensure that clients receive prompt medical attention in the event of concerns regarding their physical or mental health. Promote the take up of regular health care checks and the effective management of long-term health conditions. Enable clients to make healthy lifestyle choices and to stay active and engaged with others.

1.13 Ensure client support in ordering, taking and storing prescribed medication. Liaise with GPs, pharmacists and community nurses and ensure that side effects and medication concerns are reported. Ensure that medication ordered on behalf of clients is checked, recorded and safely stored. Ensure that staff are competent in supporting clients with medication, that they encourage clients to self-medicate where possible and that where direct assistance is required staff follow the guidelines for administration and recording outlined in the client's prescription, their Care Plan and Creative Support's Medication Policy.

1.14 Enable clients to plan and experience dignified, comfortable and person-centred end of life care which meets their preferences and their cultural, spiritual and other needs.

1.15 Promote anti-discriminatory practice and ensure that services respect diversity, encourage respect and tolerance and are responsive to cultural, spiritual and other needs of clients.

1.16 Promote warm, respectful and trusting relationships with clients and families and encourage them to express needs, views and concerns. Ensure involvement of families in planning and reviewing care and support according to client preferences. Facilitate involvement of clients and families in management and development of the Extra Care Service.

1.17 Ensure that rights and entitlements of clients are respected by staff and that people who require external advice, representation, and advocacy are referred to appropriate services.

1.18 Be accountable for the quality of the extra care service and ensure its conformity with the service specification and quality standards of Creative Support, purchasers and stakeholders.

1.19 Ensure effective joint working with partner agencies and achievement of service objectives. Promote and sustain excellent communication and relationships with the housing providers and other stakeholders. Build links with voluntary and neighbourhood groups to promote social inclusion and community connections. Ensure positive promotion of the scheme and integration into the community and promote client use of community resources. Promote an atmosphere which is tolerant, inclusive and free from racism, discrimination, bullying and harassment and encourage respect for human rights, difference and diversity.

1.20 Collaborate with the housing providers to ensure that accommodation and physical environment is kept to a high standard and that all areas are attractive, clean and well maintained. Ensure prompt reporting of necessary repairs. Escalate matters in line with the Service Level Agreement if repairs have not been completed within allocated time scales and/or to the client's satisfaction.

1.21 Encourage assistive and personal technologies to increase independence and enhance quality of life. Ensure that emergency buzzers, pull cord/pendant alarm systems, assistive technologies/telecare and mobility aids/equipment are regularly checked and inspected and fully functioning and that staff and clients are trained in their use. Ensure that relevant contact numbers are accessible to staff to report faults with systems/equipment.

1.22 Promote safety for clients and staff and promote a culture of positive risk management which balances risk and enjoying opportunities for a fulfilling life. Ensure that policies and regulations pertaining to management of buildings, fire safety, food safety, personal hygiene and infection control, environmental health, general safety and security are understood and adhered to by staff, tenants and visitors. Promote health and safety awareness. Conduct risk assessments in respect of the needs of clients, the physical environment and lone working and develop plans to reduce risk and protect from harm. Prevent and record falls, accidents and incidents and take appropriate follow-up action. Ensure that staff receive protective equipment as required.

1.23 Ensure that vulnerable adults and children are safeguarded from harm. Comply with Creative Support and Brent Council's safeguarding policy and procedures and report concerns regarding vulnerable adults or children immediately to the Council, the Area Manager and the Duty/On Call Manager.

1.24 Encourage customer feedback and suggestions for improving services and promote a positive attitude to complaints. Ensure that complaints are fully investigated according to Creative Support procedures and that timely and appropriate action is carried out.

1.25 Maintain effective administrative procedures and financial control systems in liaison with Extra Care Registered Manager/Area Manager and the Finance Department. Ensure that payments due to Creative Support service delivery are promptly and accurately invoiced and collected. Ensure that resources of the Extra Care Services are used carefully and efficiently. Ensure that clients finances are strictly managed within Creative Support's Policy 'Client Financial Procedures' parameters and monitor financial arrangements and transactions. Contribute to the financial success of Creative Support.

1.26 Help develop and participate in monitoring and evaluation procedures. Contribute in formal reviews of the service. Collect and collate relevant statistical information. Develop and

participate in the evaluation of client outcomes. Ensure that quality assurance recommendations and requirements are implemented.

1.27 Establish and maintain excellent working relationships with professionals and services in Brent. Create partnership working with colleagues and stakeholders. Contribute towards effective joint working by maintaining high communication standards and by participating in working groups in the Borough.

2. Staff Management Duties

2.1 As Extra Care Team Manager for the service you will lead and manage staff to ensure the highest levels of performance and standards of work and ensure that the service is delivered according to individual care plans, the contract specification and CQC requirements.

2.2 Monitor and assess attendance, reliability, performance, values and competence of staff through supervision, direct observation and through feedback from clients and stakeholders. Ensure that staff, volunteers, apprentices and students on placement receive personal support, supervision and appraisal in accordance with agency and CQC requirements. Ensure that staff records are up to date and ready for inspection by CQC and the Extra Care Registered Manager at all times.

2.3 Ensure that staff training and development needs are identified and met and that staff receive appropriate induction, mandatory and other training. Ensure that staff receive appropriate induction into personal care and other needs and preferences of clients, orientation to the building, fire and emergency procedures and safe use of equipment, assistive technologies and emergency buzzer/alarm systems. Plan and deliver staff training and development activities. Ensure that staff training records and matrixes are up to date and ready for inspections.

2.4 Ensure that staff resources are used carefully and optimally. Co-ordinate staff efficiently and flexibly to meet identified needs and ensure fair planning of rotas at least 4 weeks in advance. Ensure that rotas consider planned activities, client preferences and new arising needs. Endeavour to provide clients with care and support from a familiar and consistent staff team.

2.5 Promote and nurture best practice and brief staff regarding policy and practice issues. Ensure effective internal communication. Organise team meetings for staff and promote active participation in discussions.

General Duties

1. Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly. Accept support, supervision and guidance from senior colleagues.

2. Identify own training needs in discussion with line manager and attend training events and courses as required.

3. Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.

4. Ensure that you and other staff, volunteers and students on placement comply with the following:

5. Health and Safety policies and Equal Opportunities Policy

6. Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.

7. Confidentiality and data protection

8. Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role

9. All Creative Support policies, procedures and guidelines for best practice

10. All employees should be aware that due to the nature of work Creative Support undertakes there is a requirement to support service users with daily living skills and individual activities which will include moving and handling.

11. Any other duties as required.

PERSON SPECIFICATION – EXTRA CARE TEAM MANAGER

Brent Extra Care Services

	REQUIRED QUALITIES & KNOWLEDGE	How Assessed	Essential or Desirable
1	Significant practitioner and/or management experience, skills and knowledge in one or more of the following areas: • Services for older people/people with dementia/memory loss • Residential day or community services for older people • Extra care or home care services for older people • Prevention and re-enablement services for older people • Knowledge of CQC Domiciliary Standards	Application & Interview	Essential
2	Experience of supervising and being a role model to staff and plan rotas to meet the needs and preferences of service users	Application & Interview	Essential
3	A relevant professional qualification (e.g. Diploma in Social Work, RMN/RGN, NVQ 4/5)	Application	Desirable
4	A degree level or post- graduate qualification	Application	Desirable
5	A warm, person centred and respectful approach to working with older people	Interview & Application	Essential
6	Ability to assess needs and devise and implement outcome focused care/support plans	Application & Interview	Essential
7	Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders	Interview	Essential
8	Ability to enable people to sustain a positive and purposeful routine and active lifestyle through structured and enjoyable activities	Interview	Essential
9	Skills and confidence in networking and developing partnerships with external colleagues and agencies	Interview	Essential
10	Excellent written and verbal communication skills and the ability to listen sensitively to others	Application & Interview	Essential
11	Ability to produce high quality written reports within deadlines	Application & Interview	Essential
12	Excellent IT skills with the ability to contribute to a computerised record keeping system	Application	Essential
13	Working knowledge of computer applications and ability to use computerised record keeping system	Application	Essential
14	A commitment to equal opportunities and the promotion of anti-discriminatory practice	Application & Interview	Essential
15	Willingness to work flexible hours to meet the needs of the service	Application & Interview	Essential

TERMS AND CONDITIONS – EXTRA CARE TEAM MANAGER

Brent Extra Care Services

Pay Structure:

Up to £40,000 per annum depending on experience, current salary and qualifications.

Point 1 – £36,000 per annum
Point 2 – £38,000 per annum
Point 3 – £40,000 per annum

Hours of Work:

Full time (Up to 37.5 hours per week) including weekends and public holidays to be worked according to the needs of the service. The post holder will be required to participate in an on-call rota for which an allowance will be paid. It may be necessary to work occasional sleep-ins.

Holidays:

25 days plus 8 statutory days pro rata per annum.

Birthday Holiday Bonus:

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period, you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:
Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support does pay Statutory Sick Pay for the first three days of **any** sickness absence.
- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - Up to a maximum of four weeks at full pay.
- Twenty-four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:
Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:
Currently set at two time's basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6-month employment. This scheme provides a death in service benefit of two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:
Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Employee Assistance Service:
This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:
An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:
Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:
Administered by Charities Trust, a tax efficient was of donating a regular basis to any of the registered charities either large or small.

WeCare Awards:
Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:
Employee benefits and discount vouchers available through the Your Rewards website.
Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:
£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:
Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment

Welcome Back Grant:
£200 worth of vouchers for employees who return to the organisation who had have at least six months between resigning from their original post and taking up their new role.

Uniform:
If applicable for your service you will be provided with a uniform. The number of uniforms that provided will be depended on your hours worked.

Company mobile phone and laptop:
If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:
These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:
A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly business upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.

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