PILGRIMS' FRIEND SOCIETY

We're recruiting a

Registered Care Manager

at Pilgrims' Friend Society



Supporting older people through Christian care and community

From the CEO, Stephen Hammersley

As people are generally living much longer than ever before, there are many new challenges and opportunities facing society. God willing, the plan for our 12 care homes and nine independent living housing schemes is that they will provide wonderful places for people to live when they need care and support. As Pilgrims' Friend Society we also want to support, 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. As a result, we are investing in developing our care homes and housing schemes and are exploring more ways in which we can help equip churches around our schemes in their ministries to and with older people.

We are also open to enlarging our work by acquiring or otherwise collaborating with charities who have a similar Christian calling.

We hope the information in this pack will pique your interest, and that you will prayerfully explore whether you might have a calling to join our us and help lead and deliver the work of Pilgrims' Friend Society in this new phase of its development.

Stephen Hammersley

From the DIRECTOR of Operations, Maureen Sim

As the Registered Care Manager, you will play a vital role in providing a loving and caring environment for our family members (the people we care for) while maintaining the Christian ethos that is so important to them.

You will lead the home to provide the highest standard of professional care and support and maintain compliance with CQC Regulations. You will also assist in the pastoral and spiritual life for family members and staff.

If you have experience leading a team and a strong passion for high-quality care, we want to hear from you.

We hope you'll join us!

Maureen Sim





About Pilgrims' Friend Society

Pilgrims' Friend Society provides residential care homes and independent living housing schemes where older people can live fulfilled lives in their later years.

Rooted in the Christian faith, we are committed to ensuring that the physical, emotional, spiritual and mental needs of each of our family members are met. Our family members are Christians or are sympathetic to the Christian faith.

We started our work in 1807, when we were known as "The Aged Pilgrims' Friend Society." William Wilberforce was our Vice-President for nine years before his death and so we have a tremendous history. In those days, we didn't have 'homes' or provide care. We provided pensions and grants to older Christian people to help them overcome the grinding poverty of those days. We built our first 'home' in Camberwell, South London in 1834 and now have 17 sites in England and Scotland. While the majority of our work is in residential care homes, our independent living housing schemes are communities of older Christians where safety and security come hand-in-hand with fellowship.

We also work to help equip and inspire churches that minister to older people in their communities through resources and training. Our Support Office provides HR, marketing and communications, finance and property services support to all our homes and schemes. Some of our support team work from their own homes in different parts of the country, especially if their job involves travelling to different sites.

> *"Even to your old age and grey hairs I am He, I am He who will sustain you."*
>
> Isaiah 46:4

Our values: principles and practice at Pilgrims' Friend Society

Welcome to Pilgrims' Friend Society. 'Our values: principles and practice' is your introduction to our culture and the way we do things around here.

Our culture is rooted in our four values – compassion, community, transparency and excellence – and, as a Christian organisation, these values are all grounded in the Bible's teachings. Whether you live or work with us, are thinking about living or working with us, support us as a charity, or connect with us as professional service, our values will guide the way we interact with you.

Compassion

Compassion is at the heart of how we interact with people. Having compassion helps us treat each individual person as unique and precious and as we would want to be treated.

This means that we offer loving care through relationships based on empathy respect and dignity, we get alongside people and show grace to those who are struggling, and do what we can to ease people's burdens, and we find new ways to care well for older people.



Ephesians 4:32
2 Corinthians 1:3–4

Community

We believe that all people are made to exist in relationship and that community is central to human flourishing. Working together in community creates a space of care, trust, and celebration, as well as support and helpful challenge.

This means that we are a community of people who share life together, celebrating victories and supporting each other during difficult times, committed to one another and seeking to give of ourselves and receive of other people.



1 Corinthians 12:26
Philippians 2:3–4

Transparency

We believe that being honest and open is crucial as this allows trust to be built in our communities. Truthfulness is important and helps us to do excellent work, learning and growing together as we go.

This means that we are honest with one another, asking for what we need and telling the truth. We avoid shame, are open about problems and mistakes, and seek to find solutions when the need arises. We listen respectfully to each other and when we disagree, we do so without conflict.



Ephesians 4:25
Proverbs 28:13



Excellence

As we care for others, it's important that we strive for excellence in our work. This means that we do the very best we can, being committed to each task and the best outcomes for people.

We aim for excellence in everything that we do, making sure that we are going above and beyond to support those in our care. We do things as well as we possibly can, not cutting corners or seeking an easier way out. We steward our resources faithfully and carefully, and we seek out opportunities to get better at the work we do.

Colossians 3:23
Titus 2:7

From these values we have built the four pillars of our work: The Way We Care, The Way We Live, The Way We Work, and The Way We Lead.



Our *four pillars* of practice

The Way We Care

...is our bespoke approach to caring for those who live with us in our care homes. At its heart is a commitment to understanding the whole person, including their spiritual needs. It is rooted in five key principles:

- Those who live with us are 'family members'
- We get to know each person individually
- We resource and train our staff appropriately
- Person-centred care means we respond to needs not routines
- We take the 'feelings matter most' approach to those living with dementia

The Way We Work

...outlines what we expect from those who work with us. It is a framework created around five key points:

- We highly value our work and the impact it has on the charity
- We take immense pride in our work
- We go above and beyond to care for the people who live with us
- We will go out of our way to recognise the value of each other's contributions
- We make sure that the information we provide to one another is correct
- We talk about tough things together in a kind and honest way

The Way We Live

...is what guides our communities in our independent living housing schemes and is built on the following foundations:

- We aim to create communities where Christian life and fellowship can flourish
- We value and support those we serve as part of the community
- We recognise and respect each individual's unique needs
- We equip and train our staff to deliver the highest standard of service
- We foster a culture of dignity, choice, and inclusion within our denominationally diverse Christian community
- Compassion and empathy are at the heart of all we do
- We strive to create a safe, nurturing environment where everyone feels they belong

The Way We Lead

...is what we expect from our leaders across the organisations and is rooted in the following principles:

- We are open to the people we work and live with
- We create clarity by communicating well and often
- We take accountability for performance and set high expectations
- We create a culture where people feel safe
- We live out the behaviours that we expect



About the role

The Registered Manager's job is to take an active lead in caring for family members, by providing a loving and caring environment and maintaining the Christian ethos that is so important to them. This means providing the highest quality of care possible.

Your job can be summarised under the below headings:

- Leading the Care (and Nursing) Team in the home, to provide the highest standard of professional care
- To ensure that the home remains fully compliant with CQC Regulations
- Managing and supervising the Care (and Nursing) staff of the home
- Assist in the pastoral and spiritual life for service users and staff

Success criteria, in order of priority:

- The quality of care from the home and evidence of "Way We Care" in place (as measured by Pilgrims' Friend Society surveys; Carehome.co.uk reviews; and CQC)
- Achieving occupancy targets
- The morale of staff as measured by our staff engagement surveys
- The contribution made by the jobholder to the life of the home and the charity.
- Achieve the budgeted cashflow and EBITDAR targets

Where you will fit in the team

- You are responsible to the Operations Manager
- You are responsible for all care staff within the home.
- You are responsible for the housekeeping and maintenance team in the absence of the Business Manager
- You will also have regular supervision with PFS Operations Manager

Duties of a *Registered Care Manager*

- Oversight of the provision of care and the Carers to ensure CQC Regulatory compliance
- Induction of Care staff including "Skills for Care" Care Certificate
- Organising (in conjunction with the Business Manager) and running training courses
- Ensure that all care duties are covered when staff are unexpectedly absent
- To be responsible for all supervisions and appraisals for care (and Nursing) staff
- 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
- Helping to recruit members of the care team with Business Manager
- Keeping up to date with Pilgrims' Friend Society policies and changes to regulation
- Assist in the delivery of care where necessary
- Work with the relevant authorities when dealing with Safeguarding issues
- Dealing with administration related to care e.g. letters to other healthcare professionals
- Carrying out initial assessment to determine whether the Home can meet their Care/Nursing needs
- Liaising with the Business Manager to achieve optimum level of fees from LA, and arranging admission
- Assisting service users with appointments and transport for outside services
- Taking responsibility for Audit including Infection Control, Care plans, medication
- Following assessment, developing an appropriate and up-to-date person-centred care plan with the service user and/or their advocate and ensuring it is reviewed at least monthly
- To ensure Care plans are implemented and the care and wellbeing of the service users are kept to a high standard
- Taking responsibility for the management of medications and the medication system, in accordance with Society policy and relevant legislation
- On-going Assessment of residents needs to determine fee levels for self-funders and where possible increase from LA
- Dealing with complaints from service users and/or relatives in accordance with Society policy in conjunction with Business Manager
- Taking responsibility for Quality Assurance within the home, in line with Society policy, monitoring quality and developing and implementing action plans in conjunction with the Business Manager
- Providing excellent customer care, ensuring that telephone calls and personal callers are dealt with in a friendly, efficient and professional manner

Duties

In conjunction with Business 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.
- Attendance at Society meetings and functions, including regional Forward Together meetings,
- 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 Registered Manager in conjunction with the Business 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.
- Willingness to lead devotions as required.
- Expected to attend the Pilgrims' Friend Society morning prayers on Teams.

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

About you

Experience

- Management or supervisory experience within a care home or very similar environment
- Working knowledge of person-centred care plans
- Level 3 or above Health & Social Care Qualification or equivalent
- Working with older people (with dementia and/or learning disabilities and/or mental health)

Skills and personal qualities

- Able to lead, motivate and encourage staff to give of their best
- 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, especially in situations of bereavement & serious illness
- 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 a busy day)

About you

Knowledge and Qualifications

- Working knowledge of Care Act 2014 CQC's Fundamental Standards
- Health & Safety regulations
- A good understanding of the needs of older people
- Understanding the need for maintaining confidentiality
- Level 3 or above Health & Social Care Qualification or equivalent
- 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 RQF at level 4 or above or equivalent
- Willingness to provide training

Values

- Helpful, positive and respectful to all
- Treating people as individuals with unique and diverse needs
- Commitment to supporting 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 respect residents in their Christian faith
- A positive attitude towards the Pilgrims' Friend Society and its wider aims and objectives
- A mature attitude with assertive leadership – without aggression

Other

- 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
- Physical and mental stamina
- Smartness and cleanliness
- Committed, Protestant Christian able to provide a testimony of conversion, a minister's reference and subscribe to our Doctrinal Basis.
- Willingness to put in extra effort when needed

Terms *and* conditions

SALARY: £48,000 to £52,000

HOURS: 40 hours per week

HOLIDAY ENTITLEMENT: 25 days plus Bank Holidays

PENSION: Contributory pension scheme, with a minimum employee contribution of 5%. Pilgrims' Friend Society contributes 3%, (6% for people aged 55 and over). Subject to three months postponement at start of employment.

OTHER BENEFITS: Life Assurance of two times salary for those in the pension scheme, hybrid working, flexible working hours, long-service rewards, birthday rewards, Perkbox rewards, Employee Assistant Programme (EAP), and Medicash

LOCATION: Emmaus Cumbria, Walkmill Cl, Moresby Parks, Whitehaven CA28 8XR

TRAVEL: There will be occasions for you to travel to our homes, schemes, and Support Office when required.

OCCUPATIONAL REQUIREMENT (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practicing Christian and to clearly demonstrate:

- A personal commitment to the mission, principles, values and practices contained in our Mission Statement.
- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the recruitment process

If you would like to apply for this exciting role, please send the following to the recruitment team at recruitment@pilgrimsfriend.org.uk

A FULL CV OUTLINING YOUR CAREER HISTORY TO DATE. PLEASE INCLUDE:

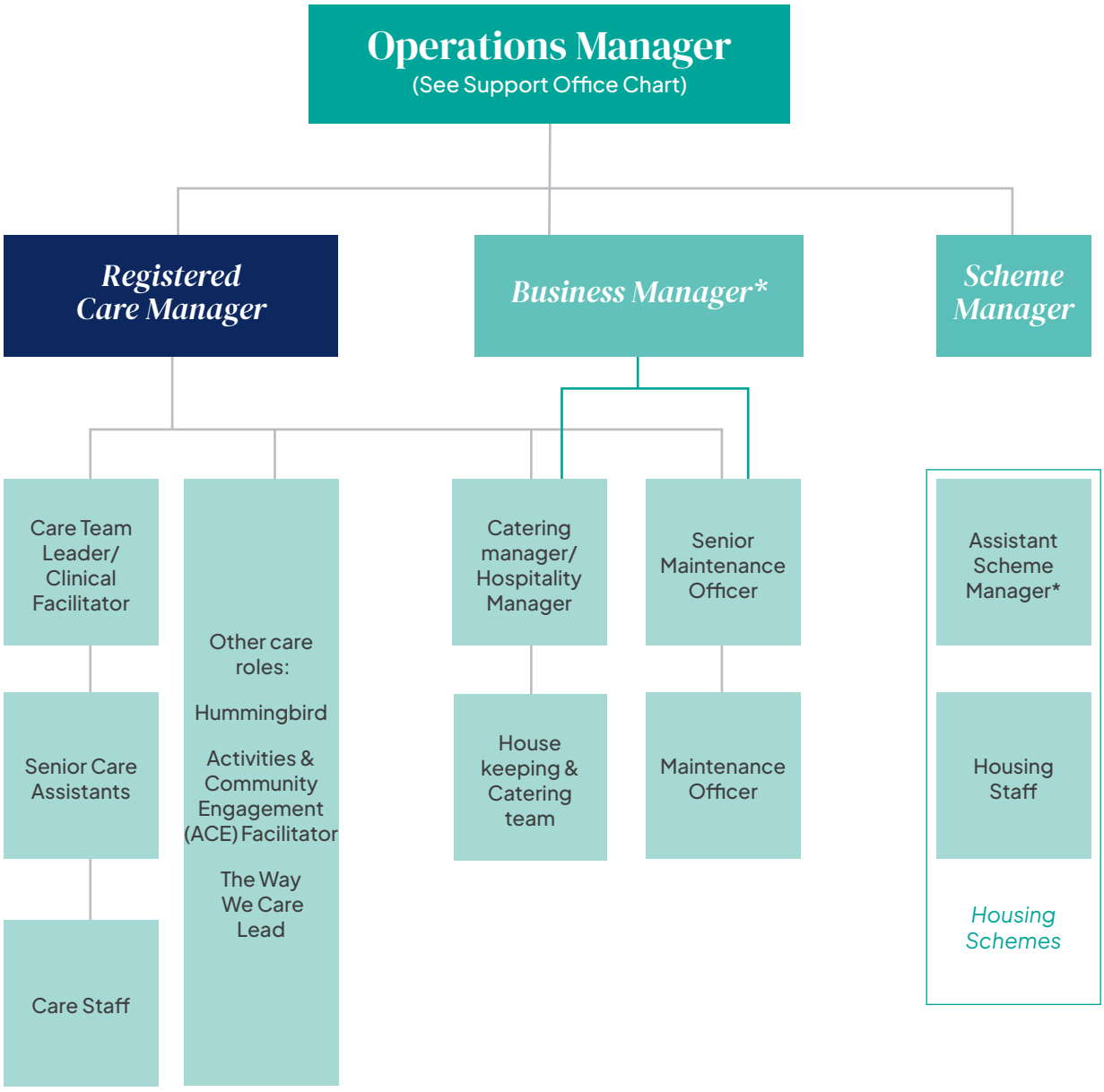
- a covering letter, of no more than two pages in total, outlining how you meet the criteria set out in the person specification and your reasons for applying

First stage interviews will be conducted by Microsoft Teams followed by final stage interviews.

All candidates will be expected to agree to our Basis of Faith and we will take references from your church minister as well as the usual employment references.

We are committed to having a diverse senior management team and we encourage applications from disabled and Black, Asian, and Minority Ethnic candidates, as these groups are underrepresented on our senior management team at present.

Homes, schemes, and other services



*Not all homes/schemes have a Business Manager or Assistant Scheme Manager

Support Office

Board of Trustees

Chief Executive

- Director of Finance
  - Financial Controller x 2
    - Finance Team
- Director of Operations
  - Assistant Directors of Operations
    - Operations Managers
      - See Home Scheme Chart
- Director of Property Services
  - Property Services Managers
- Director of Marketing and Communications
  - Marketing and Communications Team
- Director of HR
  - HR Team
- Executive Assistant & Office Manager
- Projects Manager



What we *believe*

Pilgrims' Friend Society is a Christian charity, rooted in the Bible.

We believe that the teachings of the Bible are our sole and final authority.

We believe that there is one God in three persons, Father, Son and Holy Spirit.

The good news of the gospel is that, although men and women are sinners, God has taken the initiative to save people from every tribe, tongue and nation. We believe that God will bring about the redemption of all things.

God sent Jesus Christ, His Son, to be our Saviour. Jesus became fully human and, at the same time, remained fully God.

Jesus came to buy us back from sin and death by living a perfect life, having no sin, and dying in our place on the cross.

But God's grace did not stop there. When Jesus ascended to heaven, the Holy Spirit was given by God to continue His work on earth.

It is this Holy Spirit who gives us new birth and brings us to repentance and faith in the Son. When the Spirit has begun such a good work in someone, He will bring it to completion.

At the time appointed by God, Jesus will return to earth in glory. He will raise the dead and judge all people. He will banish those not known to Him and He will take His people to be with Him in eternal glory in the new heavens and earth.



PILGRIMS' FRIEND SOCIETY

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Follow us on social media:

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