



Registered Care Manager

at Pilgrims' Friend Society



For more than 200 years Pilgrims' Friend Society has been helping older people to live fulfilled lives in their later years through residential care and independent living.



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 11 care homes and eight 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 planning to invest

in developing our care homes and housing schemes and are exploring 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 whet your appetite, and that you will prayerfully explore whether you might have a calling to join us and help lead and deliver the work of the 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 19 sites throughout the United Kingdom in England and Scotland.

The majority of our work is still in residential care homes.

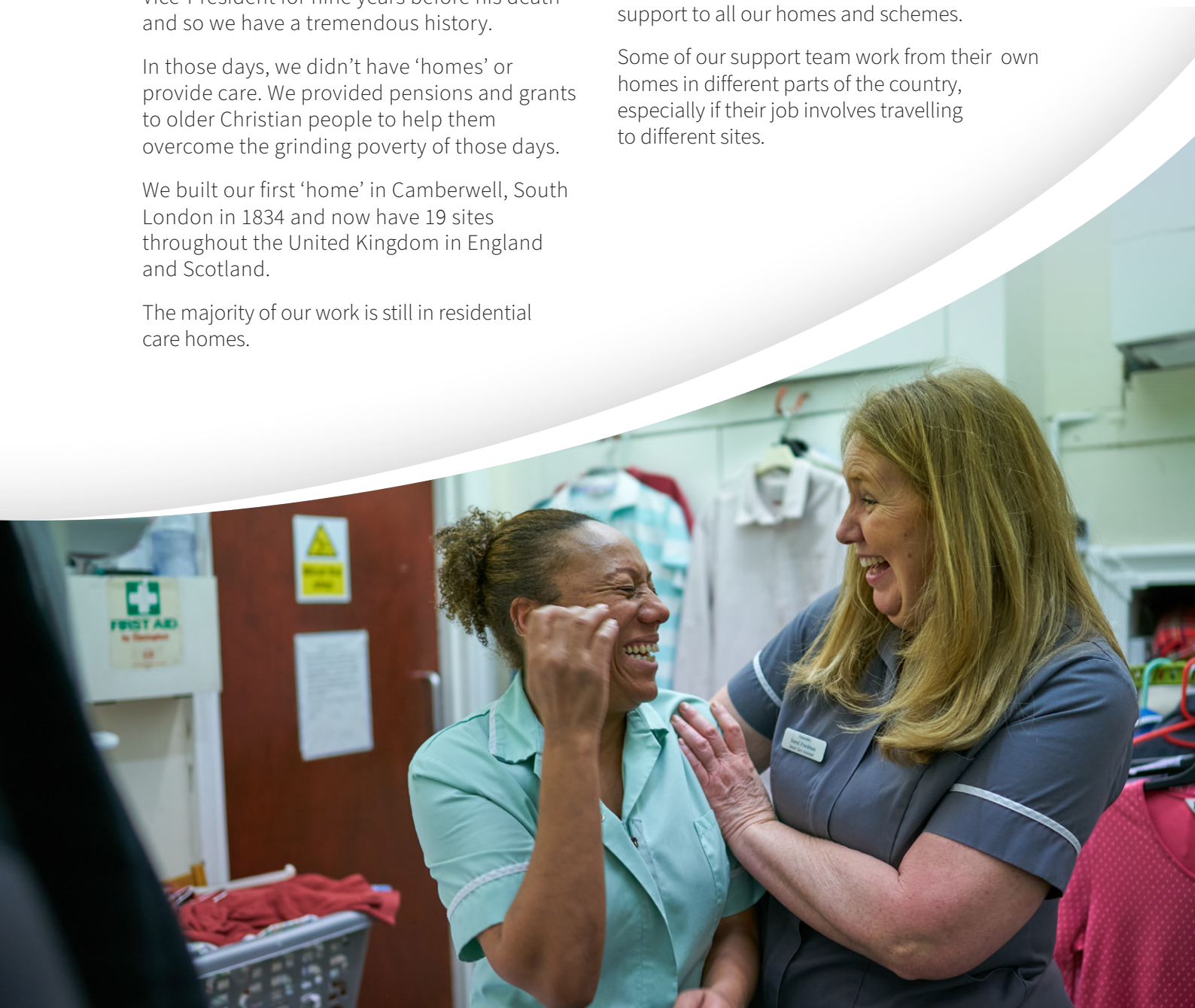
A number of these homes also have independent living accommodation on site, either in bungalows or flats.

We have eight dedicated retirement living schemes.

We also work to help equip and inspire churches that minister to older people in their communities.

Our Support Office provides administrative 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.



Our values

At the heart of what we do are our values – what we think is important about the way we face the world, the actions we take and the work that we do.

A shared set of values that we have developed together will shape the culture of the organisation as we work hard across so many different locations. Whether in a care home, a housing scheme, or elsewhere these values will help guide the way we connect with people, the way we respond to those in our care, and the way we plan for the future.

These four values – compassion, community, transparency, and excellence – will help us continue to deliver wonderful care and support for older people in the later years of their lives.



Transparency

We believe that being honest and open is crucial to good work as this allows trust to be built in our communities. The Bible is clear that truthfulness is important, and that transparency helps us to flourish and do well (Ephesians 4:25 and Proverbs 28:13).



Compassion

Compassion is at the heart of how we interact with people. Having compassion helps us treat each individual person as unique and precious, as we would want to be treated, and as the Bible says we should treat people (Ephesians 4:32 and 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 generosity and sharing with others. The Bible speaks of the importance of being part of a community and we are encouraged to look outside of ourselves to the needs of others and to work together taking the interests of others to heart (1 Corinthians 12:26 and Philippians 2:3-4).



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. The Bible encourages us to work hard and do good with integrity (Colossians 3:23 and Titus 2:7).

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:

- a) Leading the home, to provide the highest standard of professional care and support;
- b) Leading the Service Team to provide the highest standard of service and cleanliness;
- c) Ensuring the home remains fully compliant with the Care Quality Commission (CQC) Regulations;
- d) Managing the staffing and administration of the home;
- e) Exercising leadership in the pastoral and spiritual life for family members 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 PFS 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 will you 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 the 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 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 PFS 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 needs.
- Liaising with the Business Manager to achieve optimum level of fees from LA, and arranging admission.

Continued...

- 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.
- In conjunction with Business 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 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 PFS morning prayers on Zoom.
 - 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

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



Skills and personal qualities

- An ability to work under stress and cope with many things happening at once.
- Able to organise own work.
- Take full responsibility for the Care provision in the home.
- Computer literate.
- Mental stamina (able to “keep going” through a busy day).
- Calmness in all situations – ability to be depended upon by others.
- Able and willing to maintain confidentiality.
- Willingness to work towards Leadership & Management of Care Services/Registered Managers’ Award or relevant RQF/NVQ at level 5 or above or equivalent.
- Committed, Evangelical 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: £47,000 to £50,000 per annum

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 plus). Subject to three months' postponement at start of employment.

Other benefits: **Life Assurance** of two times salary for those in the pension scheme. Long-standing service rewards, Birthday rewards, Perkbox rewards, EAP, Mediacash

Location: **Luff House** Luff Way, Walton-on-the-Naze, CO14 8SW

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 practising 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 preparedness to pray with colleagues and clients, where appropriate

Recruitment process



If you would like to apply for this exciting role, please send the following to Camilla at **camilla.fitsum@pilgrimsfriend.org.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.

All applications will be considered immediately after the closing date and candidates informed if they have been shortlisted.

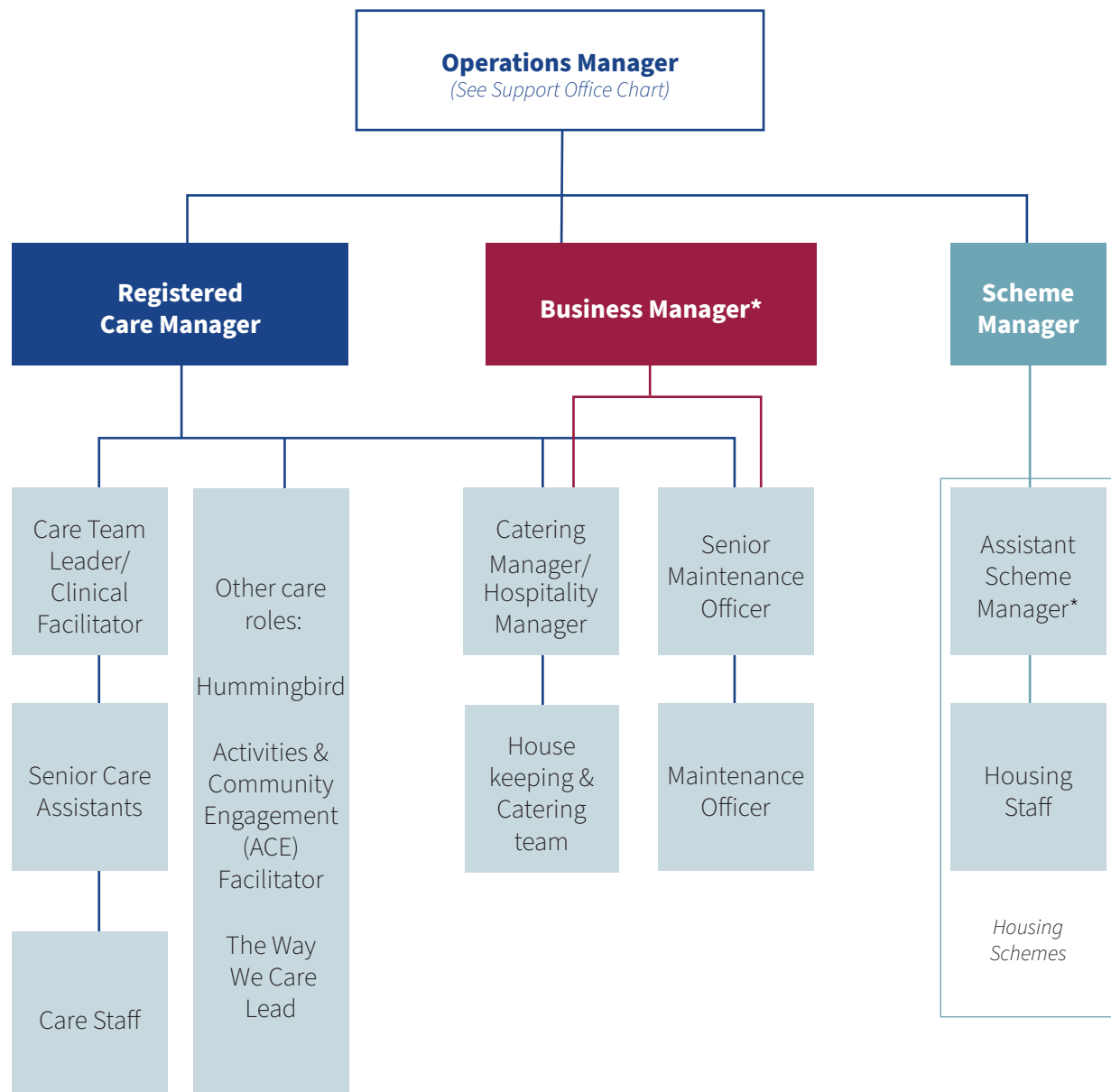
First stage interviews will be conducted by Zoom

Final stage interviews will be held at **Luff House**

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.

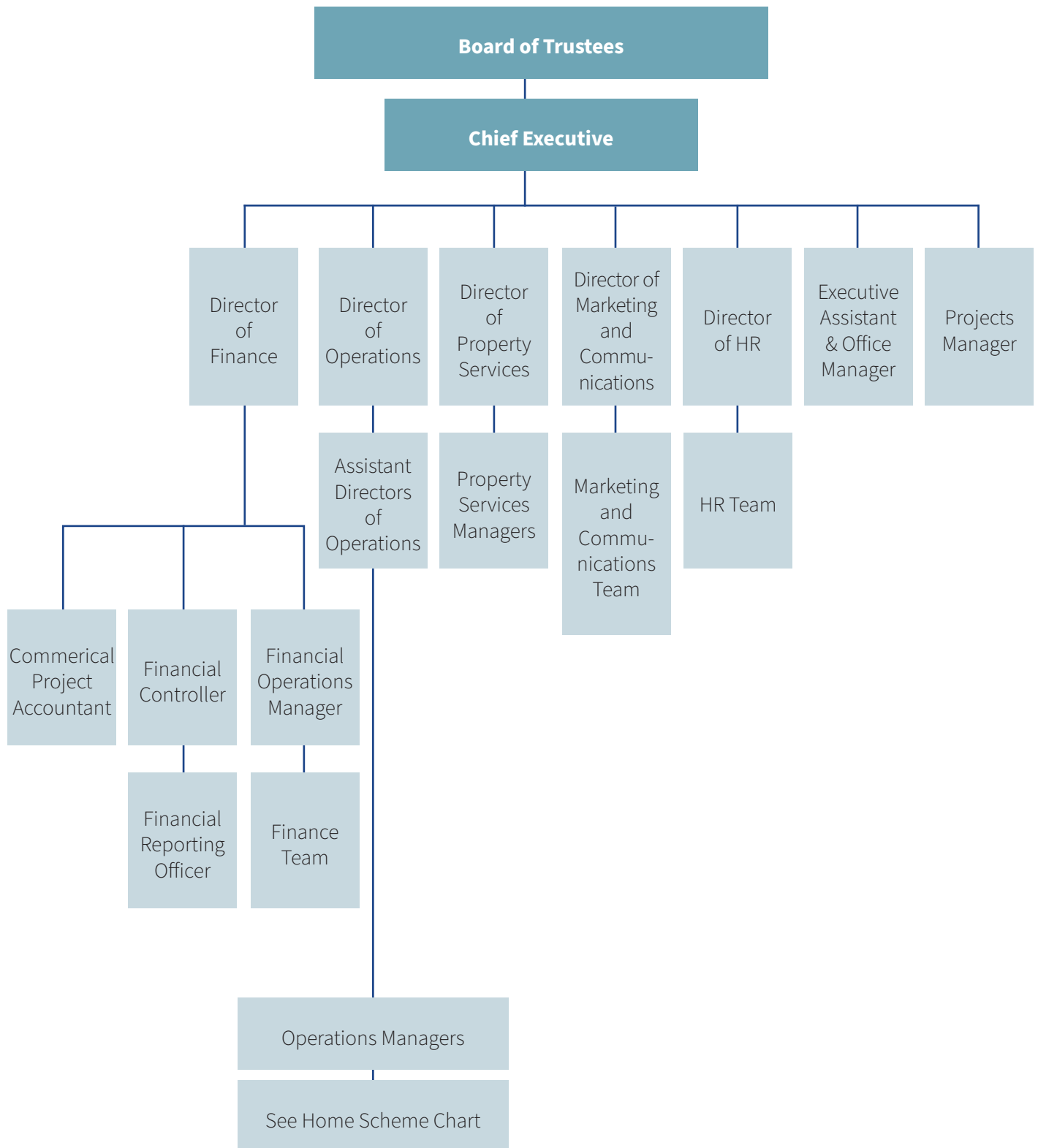


Homes, Schemes, and other services



*Not all homes/schemes have Business Manager

Support Office





Contact details

PILGRIMS' FRIEND SOCIETY



**Bridgemead,
BATH**

0300 131 9115

bridgemead@pilgrimsfriend.org.uk



**Carey Gardens,
LEICESTER**

0300 303 8455

carey.gardens@pilgrimsfriend.org.uk



**Dorothea Court,
BEDFORD**

0300 303 1490

dorothea@pilgrimsfriend.org.uk



**Emmaus House,
WHITEHAVEN**

09146 591362

emmauscumbria@pilgrimsfriend.org.uk



**Emmaus House,
HARROGATE**

0300 303 8450

emmaushouse@pilgrimsfriend.org.uk



**Evington Home,
LEICESTER**

0300 303 1455

evington@pilgrimsfriend.org.uk



**Finborough Court
care and housing,
GREAT FINBOROUGH**

0300 303 1450

finborough@pilgrimsfriend.org.uk



**Framland,
WANTAGE**

0300 303 1470

wantage@pilgrimsfriend.org.uk



**Homesdale Housing,
WANSTEAD**

0300 303 8485

homesdale@pilgrimsfriend.org.uk



**Koinonia Christian
Care Home,
WORTHING**

0300 303 8480

koinonia@pilgrimsfriend.org.uk



**Luff House
care and housing,
WALTON-ON-THE-NAZE**

0300 303 1495

luffhouse@pilgrimsfriend.org.uk



**Middlefields House,
CHIPPENHAM**

0300 303 8470

middlefields@pilgrimsfriend.org.uk



**Milward House
care and housing,
TUNBRIDGE WELLS**

0300 303 1460

milward@pilgrimsfriend.org.uk



**Pilgrim Gardens,
LEICESTER**

0300 303 8455

pilgrim.gardens@pilgrimsfriend.org.uk



**Royd Court,
MIRFIELD**

0300 303 1480

roydcourt@pilgrimsfriend.org.uk



**Shottermill House,
HASLEMERE**

0300 303 1475

shottermill@pilgrimsfriend.org.uk



**Strathclyde House,
SKELMORLIE**

01475 522 525

enquiries@strathclydehouse.org.uk



**Support Office,
LONDON**

0300 303 1403

info@pilgrimsfriend.org.uk

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.



“ They will still bear
fruit in old age, they will
stay fresh and green ”

Psalm 92:14



**PILGRIMS'
FRIEND
SOCIETY**

Pilgrims' Friend Society

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