



Home Manager
Recruitment
September
2021





September 2021

Dear applicant

Rockdale Housing Association – Home Manager recruitment

Thank you for your interest in this great opportunity to join Rockdale. I enclose the information that you will find helpful in completing your application. To apply please can you:

- provide an up-to-date CV which includes your contact details, education and vocational qualifications and memberships of professional bodies, career history with any breaks explained and contact details for 2 referees, one of which is your current or most recent employer (references will only be sought with agreement of the appointee as part of the offer process)
- write a supporting statement which expands on your CV and which sets out your most relevant skills and experience, with examples where possible, how you meet the requirements of the role and why you think you are a great candidate. The information in this statement and the way in which it is presented will form a key element of the shortlisting process.
- complete the Equality and Diversity Monitoring Form
- let us know if you cannot make the published interview and selection dates.

Once complete, please send your application by email to Sue Manning: talent@foresthtr.co.uk

It is your responsibility to ensure that we receive your application. We acknowledge all applications. If you do not receive confirmation of receipt of your application from us within 2 days of sending, please call Heather Taylor, Executive Assistant on 07779 629455 to ensure that it has arrived safely. You should also use a secure email address from which to send your application as our system may filter out emails if it believes them to have been sent from unsecured sites. To avoid last-minute IT issues, we also suggest that you allow yourself ample time to submit your application in advance of the deadline.

Applications must be received by noon, **Monday 11th October**, however we welcome applications as soon as you know you wish to apply as Rockdale will be considering the applications as and when received. The details of the key dates for the recruitment process can be found on page 11 of this information pack.

Please contact me direct if you wish to have an informal discussion about the role or if you have any questions on sue@foresthtr.co.uk and I will be delighted to arrange a call with you.

We look forward to hearing from you and do hope that you decide to apply.

Kind regards,

A handwritten signature in blue ink that reads "Sue Manning".

Sue Manning, Director, Forest HR Ltd



CONTENTS PAGE

Information about the opportunity	Page
Welcome letter from the Chair	4
About Rockdale Housing Association	5
Job description	7
Person specification	9
Main terms and conditions	10
Key dates for the recruitment process	11
A full copy of this job information pack and the Equality and Diversity Monitoring form can be download from www.rockdale.org.uk/vacancies/	
Please also see the Rockdale website for further information: www.rockdale.org.uk	



WELCOME LETTER FROM THE CHAIR

Thank you for your interest in the post of Home Manager.

Rockdale is a fantastic organisation to be part of. Our ethos is one of working together as residents, staff and board to deliver excellent supported living and residential care home services.

We have a strong track record and reputation for delivering high quality services, with a staff team who are proud to work here. Our team mobilised quickly during the pandemic, and we kept all essential services running smoothly throughout.

We look forward to meeting people who believe they can successfully take on this important leadership role.

The application process is described in detail in this pack. If you have any questions, our adviser Sue Manning, Forest HR, is ready to help.

Ian Grattidge
Chair of the Board of Management
Rockdale Housing Association



ABOUT US

Rockdale Housing Association Limited was founded in 1948. It is a charity and a Registered Society. It is registered with the Homes & Communities Agency and the Care Quality Commission and is a member of the National Housing Federation. Rockdale's mission is to provide innovative and flexible housing and other help for older people which they can afford, and which will enable them to maintain or improve their quality of life.

PROPERTIES IN MANAGEMENT

The properties currently in management are:

- Rockdale House - 48 bed residential care home
- 123 sheltered apartments at Rockdale Road, Sevenoaks
- 28 sheltered leasehold apartments at Webbs Meadow and Constant Meadow in Akehurst Lane, Sevenoaks
- 29 purpose built sheltered leasehold apartments at Rockdale Road, Sevenoaks.

ROCKDALE SHELTERED APARTMENTS

The sheltered apartments provide self-contained accommodation in studio and one-bedroom apartments. Communal facilities include laundries and a large common room, where social events are regularly held.

Rockdale places great emphasis on the importance of a professionally managed support service. Unlike many sheltered schemes, the support co-ordinators at Rockdale are available to residents 24 hours a day.

ROCKDALE HOUSE

Rockdale House is a registered residential care home which aims to provide a sympathetic, comfortable environment in which older people may have their personal care needs met while retaining maximum independence and continuing links with the community. We respect the residents' rights, as citizens, to freedom of choice, privacy, confidentiality, and control over their daily lives.

We operate in a purpose-built care home with 48 residents and a well-motivated staff team under the management of a qualified care home manager.



MISSION AND OBJECTIVES

Rockdale's mission is to provide affordable housing, care and other help to improve the quality of life for older people. Its objectives are to:

- 1. Provide good quality homes and support services for older people which meet their changing needs. This means we will:**
 - provide well managed housing cost-effectively and to high standards
 - consult with residents, tenants and leaseholders on the services provided
 - regularly monitor, evaluate and strive to improve services
 - provide efficient and responsive repair services, and make adequate provision for planned maintenance
 - make the best use of our assets to maintain a sustainable community
 - offer appropriate advice to services and welfare benefits

- 2. Offer high quality residential care. This means we will:**
 - aim to establish Rockdale House as a model of excellence in residential care
 - recognise that the quality of residential care is dependent on the quality of the staff providing it, and thus place a high priority on the recruitment, training and retention of staff

- 3. Sustain and develop its charitable work. This means we will:**
 - set aside such capacity and funding as can be afforded by the Association for the support of those who do not have the financial means to access our services
 - account clearly for our charitable work through external reporting
 - seek grants and donations for the support and expansion of our charitable work



JOB DESCRIPTION – HOME MANAGER

OVERALL AIM OF THE JOB

To be responsible for the management of Rockdale House Care Home: to have oversight of every area of the operation, to deliver high quality care, and to promote an open and friendly culture within the home for residents and staff.

KEY RESPONSIBILITIES

Residents

- To take overall responsibility for the care and welfare of the residents; to provide them with a relaxed, homely environment where their physical and emotional wellbeing is the first priority; to ensure that comprehensive care plans are followed and kept up to date.
- To ensure that the catering team produce good quality, nutritious meals, and snacks when required, suitable for each resident's dietary choice and medical requirements.
- To be responsible for admissions to Rockdale House, ensuring that detailed assessments are made before admission, and that new residents are welcomed and helped to settle in.
- To ensure there is an engaging range of activities for groups of residents, and for individuals.

Staff

- To ensure that all staff are valued, and receive consistent, fair management, regular supervision and appropriate training. To line manage the Deputy Home Manager, Head of Care, Facilities Manager and Catering Manager, and to oversee the management of the day and night care staff, catering staff, housekeeping staff, administration staff and handyman. (Note – there are approximately 60 members of staff working in Rockdale House).
- To be responsible for staff recruitment in accordance with CQC guidance.
- To ensure that Rockdale House is staffed adequately at all times.

Facilities

- To ensure that Rockdale House looks well cared-for and welcoming.
- To ensure the laundry and cleaning is carried out to a high standard.
- To liaise with the Head of Finance regarding maintenance projects.
- To replace furnishings, furniture and equipment as they become unserviceable.
- To ensure that internal decorations are maintained to a high standard.
- To ensure that records are kept of fire drills, fire extinguisher and fire panel checks, PAT testing, water temperature checks and all other checks on equipment carried out by the Association's caretaking staff or under service contracts.



Financial Viability

- To keep expenditure within budget.
- To assist the Board in setting appropriate fee rates.
- To minimise voids and aim for occupancy of over 90%.
- To minimise the use of agency staff, and keep oversight of the production of rotas.
- To maintain the home's "Good" rating with CQC, and work towards receiving the rare "Outstanding" rating.
- To take opportunities to publicise Rockdale House, and to foster links with the local community, KCC Social Services and regulatory bodies.
- To assist with the production of marketing material, and to monitor coverage and reviews on the carehome.co.uk website.

Generally

- To be mindful that Rockdale is a charity and be committed to its Mission and Objectives.
- To be a member of the senior management team of the Association, regularly reporting to the Board of Trustees, and attending senior management staff meetings.
- To contribute as required to drafting the Association's annual Business Plan and budget for approval by the Board of Trustees.
- To maintain and update Rockdale House policies and procedures and ensure they are implemented.
- To take responsibility for Health and Safety within Rockdale House.
- To keep up to date with relevant legislation and regulations, and to ensure that Rockdale House meets the complex range of regulatory and statutory requirements. This includes, but is not restricted to, Care Quality Commission regulations, Health and Safety legislation, the Safeguarding process, Deprivation of Liberty Safeguards, fire safety measures, risk assessments, Control of Substances Hazardous to Health.

This job description is not intended to be an exhaustive list. Other duties broadly consistent with the overall aim of the job may be required from time to time.



PERSON SPECIFICATION – HOME MANAGER

Essential	Preferred
Education and Qualifications	
<ul style="list-style-type: none"> • A good standard of education (A-level equivalent). • Professional qualification in a relevant field such as Registered Nurse, Social Worker or Physiotherapist. 	<ul style="list-style-type: none"> • The Level 5 Diploma in Leadership and Management for Adult Care, the Level 5 Diploma in Health and Social Care, or another recognised management qualification.
Experience	
<ul style="list-style-type: none"> • A proven track record of management in the social care or health sectors. 	<ul style="list-style-type: none"> • Previous registration as a care home manager. • Experience of managing a care home with a "Good" or higher rating. • Experience as a Deputy Manager in a large care home may be considered.
Skills and Aptitudes	
<ul style="list-style-type: none"> • A compassionate and imaginative leader. • Excellent organisational skills. • Excellent communication and interpersonal skills. • Good IT skills. 	<ul style="list-style-type: none"> • Sound knowledge of the care sector. • Thorough and up to date knowledge of CQC regulations.



MAIN TERMS AND CONDITIONS

(for information purposes only)

Salary	c £60,000 - £65,000 per annum (depending on qualifications and experience more may be available for an exceptional candidate).
Annual leave	6 weeks (including bank holidays). Increasing to 7 weeks after 5 years' service and an additional day's leave on your birthday.
Pension	Rockdale is a member of the Pensions Trust, Social Housing Pension scheme and employees are able to join the contributory scheme.
Probation period	6 months.
Sickness pay scheme	A company scheme is in place for employees that have successfully completed their probationary period.
Additional benefits	Rockdale has an Employee Assistance Programme (EAP) and a positive approach to supporting professional training and development.



KEY DATES FOR THE RECRUITMENT PROCESS

Closing date:	Noon, Monday 11 th October
Initial interviews and assessments:	<p>We have timetabled initial interviews from w/c 25th October.</p> <p>Rockdale reserves the right to bring forward interview dates and progress interviews more quickly if sufficient strong candidates apply at an early stage. We encourage applications to be submitted before the closing date.</p>
Final interviews:	<p>Mid November.</p> <p>As above, Rockdale reserves the right to progress the recruitment timetable more quickly if appropriate.</p>