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**Extra Care Team Manager**  
Shipton House, Tower Hamlets Service

**Reference: 76951**

**Closing Date: 29 July 2024**

Thank you for your interest in the above post. Please find the specific role requirements and duties detailed within this document. You may submit additional documentation when completing the application form, but we cannot accept CVs in lieu of this.

***Please note the following:***

**Once you have submitted, or posted, your application form, allow *10 working days* after the closing date for a response. We do not directly notify applicants of unsuccessful applications. If you do not receive a response within the above timeframe, your application has been unsuccessful. Unsuccessful applicants must wait 6 months before applying for a vacancy at Creative Support.**

Please email the completed application form to [recruitment@creativesupport.co.uk](mailto:recruitment@creativesupport.co.uk) or post it to:

Recruitment  
Creative Support  
Wellington House  
131 Wellington Road  
Stockport  
SK1 3TS.

**We will be very pleased to arrange an informal meeting or telephone discussion with you to discuss this rewarding post - please contact Mahip Singh on 07815 518 847.**

Yours faithfully,

**Recruitment Department**

All employees are subject to enhanced DBS checks  
Finalised: 29 February 2024 by M Singh



## **JOB DESCRIPTION – EXTRA CARE TEAM MANAGER (Shipton House)**

### **Tower Hamlets 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 one shift 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.

**Reports to:** Extra Care Registered Manager/Area Manager.

### **The Services:**

**Shipton House is located near Bethnal Green (nearest overground station – Hoxton); it provides 13 one bedroom flats in a tenement building refurbished in 2013 by the landlord Peabody Trust. This person centred scheme focuses on providing integrated care and support to older people with dementia.**

### **The Role**

- i. You will be based at Shipton House and will be responsible for the operational management and quality of the service. 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.

### **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 Tower Hamlets' 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 Tower Hamlets. Establish and maintain excellent communication and 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.

## **3. General Duties**

- 3.1 Notify Line Manager of planned whereabouts and to submit accurate timesheets weekly.
- 3.2 Accept support, supervision and guidance from senior colleagues.
- 3.3 Identify own training needs in discussion with line manager and attend training events and courses as required.
- 3.4 Carry out all work in a manner consistent with the aims of the project and the service principles adopted by Creative Support.
- 3.5 Ensure that you and other staff, volunteers and students on placement comply with the following:
  - Health and Safety policies and Equal Opportunities Policy
  - Safeguarding of Vulnerable Adults, including immediate reporting of safeguarding concerns to the Council, the Registered Manager and the Duty/On Call Manager.
  - Confidentiality and data protection
  - Health and Social Care Act 2008, including active prevention and control of infection within the capacity of the role
  - All Creative Support policies, procedures and guidelines for best practice
- 3.6 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.
- 3.7 Any other duties as required.

**PERSON SPECIFICATION – EXTRA CARE TEAM MANAGER (SHIPTON HOUSE)**

**Tower Hamlets Extra Care Service**

|           | <b>REQUIRED QUALITIES &amp; KNOWLEDGE</b>  | <b>How Assessed</b>     | <b>Essential or Desirable</b> |
|-----------|--|-------------------------|-------------------------------|
| <b>1</b>  | Significant practitioner and/or management experience, skills and knowledge in one or more of the following areas: <ul style="list-style-type: none"> <li>• Services for older people/people with dementia/memory loss</li> <li>• Residential day or community services for older people</li> <li>• Extra care or home care services for older people</li> <li>• Prevention and re-enablement services for older people</li> <li>• Knowledge of CQC Domiciliary Standards</li> </ul> | Application & Interview | Essential                     |
| <b>2</b>  | 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                     |
| <b>3</b>  | A relevant professional qualification (e.g. Diploma in Social Work, RMN/RGN, NVQ 4/5).   | Application             | Desirable                     |
| <b>4</b>  | A degree level or post- graduate qualification   | Application             | Desirable                     |
| <b>5</b>  | A warm, person centred and respectful approach to working with older people  | Interview & Application | Essential                     |
| <b>6</b>  | Ability to assess needs and devise and implement outcome focused care/support plans  | Application & Interview | Essential                     |
| <b>7</b>  | Ability to work positively and collaboratively with colleagues, service users and their families, professionals and stakeholders   | Interview               | Essential                     |
| <b>8</b>  | Ability to enable people to sustain a positive and purposeful routine and active lifestyle through structured and enjoyable activities   | Interview               | Essential                     |
| <b>9</b>  | Skills and confidence in networking and developing partnerships with external colleagues and agencies  | Interview               | Essential                     |
| <b>10</b> | Excellent written and verbal communication skills and the ability to listen sensitively to others  | Application & Interview | Essential                     |
| <b>11</b> | Ability to produce high quality written reports within deadlines   | Application & Interview | Essential                     |
| <b>12</b> | Excellent IT skills with the ability to contribute to a computerised record keeping system   | Application             | Essential                     |
| <b>13</b> | Working knowledge of computer applications and ability to use computerised record keeping system   | Application             | Essential                     |
| <b>14</b> | A commitment to equal opportunities and the promotion of anti-discriminatory practice  | Application & Interview | Essential                     |
| <b>15</b> | Willingness to work flexible hours to meet the needs of the service  | Application & Interview | Essential                     |

**TERMS AND CONDITIONS – EXTRA CARE TEAM MANAGER (SHIPTON HOUSE)**

**Tower Hamlets Extra Care Service**

|   |   |                   |
|---|---|-------------------|
| <b>Salary:</b>  | <b>Up to £35,000 per annum depending on experience, current salary and qualifications</b> |                   |
|   | <b>Point One:</b>   | £34,000 per annum |
|   | <b>Point Two:</b>   | £35,000 per annum |
| <p><b>Please Note:</b> <i>Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month. Starting pay points are allocated upon commencing the role based on criteria inclusive of experience, current specialism, salary and qualifications.</i></p> |   |                   |

**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 per annum plus eight statutory days pro rata.

**Disclosure Checks:**

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

**Probationary Period:**

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

**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 do not pay for the first three days of **any** sickness absence.
- First six months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Six 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.

Part time employees who work 18.5 hours or more per week will receive Company Sick Pay benefits as detailed above but pro rata actual hours worked each week.

Part time employees who work less than 18 hours per week will be eligible for a maximum of two weeks pro rata hours worked Company Sick Pay benefits per annum after 12 months service.

Company Sick Pay benefits may be withdrawn or temporarily suspended where performance or attendance is unsatisfactory.

**Pension:**

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

### **Discretionary Benefits:**

Creative Support offers all staff a range of discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carers leave

### **Employees Counselling Service:**

All staff, their partners and members of their household have access to an independent confidential, 24 hour telephone counselling service and to legal and financial advice. In addition, up to 6 sessions of face to face counselling can be obtained. This service is delivered by professionally qualified and supervised counsellors and is provided free of charge.

### **Hospital Saturday Fund:**

All employees have access to a special scheme which enables membership of the Hospital Saturday Fund on preferential rates. There is a choice of packages offering different levels of service. Membership is entirely voluntary.

### **Staff Benefits Scheme:**

As a member of staff for Creative Support you will be entitled to access a range of on-line benefits for various activities and high street stores. Benefits include discounted prices and two for one offers at Theme Parks, Shops, Restaurants and various on-line stores.

### **Life Assurance:**

All staff under Creative Support contract are entitled to free life assurance. This is a valuable benefit which provides a lump sum equal to two times annual salary.

### **Networks:**

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

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