

Clervaux Trust (the Trust)

Job Description

Position:	Head of Care - Adults
Post Reference No:	CVT10001
Field of Practice:	Holistic Care and Support (Field 5) and Transformative Leadership and Management (Field 7)
Grade:	10:11
Responsible to:	Managing Director
Location:	Clervaux Trust, Darlington

Job Purpose

The Head of Care for Adults will work together with the Regional Head of Residential Services and Cross Trust senior colleagues to determine and implement the strategic objectives of the Trust as agreed with the Board of Trustees.

The Head of Care for Adults will ensure that the service users are able to benefit from the Seven Care qualities and have homes that are aesthetically representative of the work of the Trust.

To ensure that the Homes meet the standards and expectations of its Certificate of Registration and to safeguard and promote the welfare of people within our care to ensure that the quality of care provided is consistent with relevant legislation and the Quality Standards regulated by CQC by being fully compliant with the Fundamental Standards set out by the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

You will run a portfolio of residential care homes for adults and work collegiately with the children's provision as required. The post-holder will plan, organise, and manage human and physical resources to ensure business growth, financial security, and effective resources management whilst maintaining the reputation for good quality, holistic services across all aspects of the Trust's work.

The post holder will be expected to embrace, articulate and work with the Ruskin Mill Trust's objectives, vision, values, purpose and method, ensuring that the Ruskin Mill Trust's paradigm of biodynamic agriculture, Anthroposophic medicine and practical skills therapeutic education, which is informed by Steiner Education, is maintained, implemented and integrated within the provision of the Trust.

The post holder is to contribute to the whole life of the Trust and its Provision always remembering that our core purpose is to improve the education and lives of the residents within our care.

The post holder may be required to carry out duties at all premises, some of which are located a distance from the main site and at such other places as may reasonably be required. This will include some travel within the UK.

Evening and weekend working will be required.

Contribution

The post-holder will be expected to contribute as required and uphold the aims, objectives and commitments of Clervaux Trust and Ruskin Mill Trust. Collaboration with Ruskin Mill Educational Trust and the Living Earth Land Trust will be required.

Main Duties:

1. To work with the senior management team to develop a long-term strategy for Clervaux Trust within the vision and values established by Ruskin Mill Trust and inspired by Rudolf Steiner Education, including providing social enterprise opportunities for residents as appropriate.
2. To contribute to the development and management of external partnerships with government, local authorities, agencies and organisations locally, regionally and nationally as appropriate to support the strategic development of Clervaux.
3. To ensure that self and the team fully embraces and embeds the Trust Method, vision and values in each service. This will involve attending all training the Trust deem important to this process.
4. To lead the Team in ensuring the delivery of a high quality Residential Provision for residents.
5. To act as the Registered Manager for CQC registration and work to plan, direct and manage CQC inspections, ensuring that the homes are compliant at all times.
6. To be a full member of the Senior Management Team of the Clervaux Provisions, working collegiately with management team of the school, children's homes and the social enterprises, and providing managerial support on their absence.
7. To act as Designated Safeguarding Deputy/Safeguarding officer for Clervaux Trust and ensure compliance with safeguarding requirements and internal policies and practice ensuring concerns are raised and dealt with in collaboration with the Safeguarding Manager.
8. To act as an out of hours Designated Safeguarding Deputy/Safeguarding Officer and Duty Manager for all the Clervaux provisions on a rota basis.
9. As directed by the Regional Head of Residential Services or the Regional Director to work closely with customers' management systems to ensure cohesive service planning and delivery.
10. To be responsible for effectively managing and monitoring of the residential budget in consultation with the Regional Head of Residential Services and the RMT Finance Committee
11. To lead the residential teams in relation to the embedding of RMT's Food & Nutrition policy, seed to table concept and seven care qualities and ensure that specific needs are met, such as dietary requirements, religious observance and culturally significant activities.
12. To development a Shared Lives Scheme when required and act as the senior representative for the site with the Shared Lives Scheme.

- a) To support the appropriate Shared Lives panel, ensuring that all new panel members receive relevant training and updates.
 - b) To carry out assessments of new Shared Lives Provider applications, linking with the Shared Lives Scheme Manager and Human Resources to ensure effective recruitment and submit completed applications to the Shared Lives panel.
 - c) To ensure that all Shared Lives Providers receive regular support and monitoring and complete appropriate training both before and following placement of service users.
 - d) To plan and monitor Shared Lives provision in conjunction with Residential team. To co-ordinate and manage an emergency on-call service, and, ensure that there is an appropriate debriefing mechanism for key and relevant information.
13. To ensure that residential assessments are carried out to meet the customers and Trust's needs and work with the customer's admissions processes.
14. To provide leadership, guidance and management to the other staff.
- To ensure that the staff are deployed to the right place at the right time through effective rota management
 - To work with the HR Department to recruit new staff
 - To work with Hiram Education and Research Team to ensure that staff are trained in all areas of mandatory/compliance/regulatory training and gain a deep understanding of the visions and values of the Trust
 - To provide supervision and support to Residential staff.
 - To manage any area of poor performance and misconduct with support from the Department of Human Resources.
 - To carry out investigations into allegations/areas of concern and lead on investigations and disciplinary hearings if required.
15. To oversee with the identified member of the Hiram Education and Research Team the appropriate induction, training and continuing professional development of the Shared Lives and Residential Team.
16. To lead the formation and delivery of training both formal and informal as required in order to meet development objectives of the residential provision.
17. To ensure that the, Regional Head or Residential Services and the Nominated Individual are updated on all issues and concerns, which may impact on the effective relationship between the residential team, external agencies, residential service users, and the school.
18. To establish, support and guide households through regular visits to households and to monitor and record the following with reference to the national minimum standards, CQC requirements, where required CSSIW requirements and customer quality requirements. e.g.
- health and safety issues, including food hygiene, fire precautions, electrical installations and the storage of hazardous substances;
 - availability and storage of appropriate records relating to the service user;
 - storage and recording of any medication required by the service user in the household;
19. To work collaboratively with the Regional Head of Residential Services to ensure effective implementation of a robust quality and compliance standards, this may

include conducting audits, producing reports and being subject to monitoring and inspection of these standards.

20. Promote a healthy and safe working environment for self and the Shared Lives Team to include respecting each other, challenge prejudices and discrimination.
21. To ensure that service users are reviewed and followed and feedback and evidence is provided in any reviews if appropriate.
22. To ensure that all staff are fully aware of the support plans for all service users and that records are maintained and feedback provided and recorded.
23. Establish and maintain positive working relationships with our customers, external agencies and all service users, their family and friends.
24. To ensure that appropriate links are developed and maintained with the community and outside organisations with the aim of making available suitable activities for service users.
25. To work with the Regional Head of Residential Services to develop accredited social enterprise opportunities for all service users in order to highlight positive outcomes.
26. To actively engage with local colleges and businesses to support the active involvement of service users in achieving accredited qualifications and work experience
27. To attend and represent the residential provision at Trust meetings and open days, as required.
28. To provide regular reports to the Regional Head of Residential Services as required, including details for use in submissions to the Regional Directors, and Trustees of Clervaux Trust/Ruskin Mill Trust.

ADDITIONAL INFORMATION

It is the nature of the work of the Trust that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises so that tasks which are not specifically covered in the job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Staff will be required to become proficient in behavioural management techniques including physical intervention. The Trust will provide appropriate training.

All young people and service users are equally entitled to have their needs met in a fair and balanced way. Registered Managers are responsible for promoting equal opportunities for all and for challenging any behaviour or practice which discriminates against any young person or colleague on the grounds of race, religion, disability, age, gender, sexual orientation or any other perceived difference.

General Duties for all staff:

1. To be responsible for sharing, promoting and safeguarding the welfare of students, children and vulnerable adults that you come into contact with.
2. To carry out the above duties in accordance with the Trust's Health and Safety Policy.
3. To actively support and promote equality and diversity throughout the Trust.
4. To work co-operatively with other staff within the Trust.
5. To work with service users as and when required.
6. To comply with all the policies and procedures of the Trust as contained in the booklet entitled "Ruskin Mill Trust - Student Protection Policies".
7. To maintain exemplary standards of professionalism, honesty and respect at all times, and not abuse the privilege of access to confidential information.
8. To be responsible for the care and development for your working area.
9. To attend meetings and supervision as required.
10. To deliver training or development opportunities as required.
11. To maintain a 'duty of candour' and to be open and honest at all times, ensuring that concerns are raised promptly through the appropriate management routes.
12. To undertake training and development as required by the Trust and the Hiram Education and Research Team. To be committed to professional self-development, through participation in-service training as necessary for the successful carrying out the role.
13. To undertake work related continued professional development (CPD) as required by the post.
14. May, from time to time be required to work additional hours as shall be reasonably necessary to discharge properly your duties and responsibilities outlined in this job description.
15. To undertake any other duties appropriate to this level of post which will evolve as the job progresses until the job description is reviewed.

Staff Management and Supervision

The Head of Care - Adults will oversee the day to day work of the residential teams including the other services and functions responsible for and may be required to supervise additional designated staff.

Liaison

To liaise with all staff employed by the Trust, professional bodies, external consultants, and any outside bodies as and when required.

Job Revision

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Where the post holder is disabled or becomes disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable job redesign will be given full consideration

Person Specification / Training and Development Requirements

Position: Head of Care - Adults

Field of Practice: Holistic Care and Support (Field 5) and Transformative Leadership and Management (Field 7)

The qualifications, skills and experiences that we are looking for are:

Selection Criteria	Essential Criteria	Desirable Criteria	Means and Assessment
Education / Qualifications	<ul style="list-style-type: none"> • NVQ 4 or QCF 5 in adult care 	<ul style="list-style-type: none"> • RMCC/NVQ 4/Level 5 Award Management Qualification 	Application
Skills / Abilities	<ul style="list-style-type: none"> • Outstanding interpersonal skills, particularly in order to form a cohesive working partnership with key colleagues • Exceptional co-ordination skills in order to assist with the arrangement and smooth operation of residential visits • Ability to act as a friendly, helpful and welcoming host during residential visits • Excellent administrative skills in order to perform administrative tasks effectively such as writing agendas and taking minutes from meetings when required • Proficiency in quickly familiarising with computerised database systems • Ability to demonstrate impeccable standards of accuracy are applied to all areas of work • Ability to produce precise summarised accounts of a day's events • Excellent scheduling skills enabling proficiency in creating timetables • Ability to demonstrate a confident, understandable presentation style • Ability to demonstrate a thorough approach when presenting information in any form, ensuring identified key points are consistently covered • Ability to act with persistence, respect and courtesy when pursuing outstanding information from colleagues 	<ul style="list-style-type: none"> • Proficiency in analysing data and producing statistical documents such as spreadsheets • Training in therapeutic supervision approaches 	Application & Interview

	<ul style="list-style-type: none"> • Proficiency in applying English language knowledge to work-based duties in order to create coherent report of various natures • Excellent overall observational abilities enabling the development of a detailed knowledge and awareness of each child's, young person's and adults background information prior to their start date • Ability to carry out assessments of children, young people's and adults learning needs • Ability to demonstrate a highly organised approach towards all duties, particularly in maintaining paper and computerised records • Proficiency in analysing data and producing statistical documents such as spreadsheets • Ability to act approachably and ensure own availability whenever students require guidance or assistance • Strong interpersonal skills • Ability to manage a budget • Time management skills • Ability to work in partnership with colleagues, LA's & others key partners • ASC Children including managing challenging behaviour and working with adults with learning difficulties • Ability to deliver training • High degree of political awareness 		
Experience/ Knowledge	<ul style="list-style-type: none"> • 2 years at Senior Level in residential care • Held Registered Manager status within Adults settings • Working in a therapeutic environment • Team Building Skills • Experience of CQC Inspections • Previous Experience of working with children and vulnerable adults with learning difficulties and Autistic Spectrum Conditions • Experience of working successfully in a similar, medium-large, complex organisation • Experience of working in an education or other public sector environment • Experience of managing and prioritising a varied workload ensuring completion of tasks within strict deadlines 	<ul style="list-style-type: none"> • Experience of lesson planning and creating schemes of work • Experience of Ofsted Inspections • PTTLS or other teaching/ assessment qualification • Experience with manage data within a care setting 	Application, Interview & Reference

	<ul style="list-style-type: none"> • Experience of working within an organisation with focus on serving the requirements and enhancing the development of children, young people and adults with learning difficulties, disabilities and special needs • Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. • Knowledge and understanding of the Quality Standards and CQC 5 key questions • Knowledge and understanding of the Care Homes Regulations 2001 • A full understanding of compliance and putting legislation and standards into practice. Including all aspect of Health and Safety including monitoring, reporting and recording. • Full understanding of safeguarding and Protection of Vulnerable Adults • Computer literate with sound working knowledge of Microsoft Office applications; Outlook, Word and Excel in particular • Knowledge of utilising computerised database systems • Expert knowledge of operational leadership skills and able to provide examples of good practice • Evidence of monitoring and measuring safeguarding outcome • Able to demonstrate previous experience of successfully delivering in a customer focussed business, resulting in high levels of customer satisfaction • Ability to maintain a strong team ethos and a goal-oriented approach • Well organised • Highly resilient 	<ul style="list-style-type: none"> • Experience of working with Children at Risk of Sexual Exploitation • Knowledge of Sensory Integration • Knowledge of Bio-Dynamics • Knowledge of specialist education and/or services for young people marginalised by society 	
Personal	<ul style="list-style-type: none"> • Effective communication skills, including electronic, written and verbal • Demonstrable high level of personal professional autonomy and accountability • Able to drive between Trust sites and work flexibly as required by the service to cover all the Trust sites • Full drivers licence • Able to attend all off site meetings as may be required by the needs of the service • Willingness to understand anthroposophy and participate in Trust training programmes • Willingness to embrace, articulate and work with the Trust’s objectives, vision, and values • Commitment to promoting and safeguarding the welfare of children, young people and vulnerable adults 	<ul style="list-style-type: none"> • Evidence of continuing professional development 	Interview

	<ul style="list-style-type: none"> • Commitment to the promotion of the Trust’s ethos • Ability to manage and interact with others in a supportive and participative manner • A commitment to ensuring equality of opportunity with the ability to promote diversity in relation to both staff and students • Flexibility and adaptability to changing situations • Ability to demonstrate empathy, listening skills and tolerance • Commitment to Health and Safety good practice on work and within learning environments • Strong team ethic coupled with versatility and resourcefulness in order to provide effective cover for absent staff when required • Ability to demonstrate an industrious attitude towards all duties, particularly in assisting with the continual promotion of the Trust to organisations in the wider community • Extremely attentive to fine details • Responsible and dependable nature enabling all paperwork to be relayed to relevant departments • Commitment to carrying out duties mindfully of the needs of others, invariably ensuring correspondence is sent punctually and correctly • Genuine commitment to supporting children, young people and adults in every feasible and appropriate fashion 		
Other qualities	<ul style="list-style-type: none"> • Commitment to Continued Professional Development • Proactive approach to work • Strong commitment to customer service • Flexible approach to working additional hours including evenings and weekends whenever necessary • Willingness to travel to fulfil duties on an occasional basis • Current full UK driving licence and use of own car or willingness to travel by public transport 		Application Form & Interview

Training and Development Requirements

Once appointed, the post-holder must complete the following trainings and qualifications within the timescales set

Training or Qualification	Name	Timescales for completion	Length of programme
Qualifications / Training	Ruskin Mill Trust Holistic Support and Care Course	Within two months of starting	Up to 3 months
	Ruskin Mill Trust Senior Leadership Programme	Within the 1 st year after commencing the role	1 year
	Management of Actual and Potential Aggression	At first available opportunity	1 day
	PREVENT training	Within 1 week of commencing role	Online - about 1 hour
	Safeguarding - Internal Policies and Procedures	Within 3 months of commencing role	2 hours
	Advanced Local Authority Safeguarding Training (Safeguarding Officer)	Within 6 months of commencing role	3 days
	Equality and Diversity	Within 3 months of commencing role	2 hours
	Craft activities and research as directed by the Regional Head of Residential	2 year programme	2 years