



Job Reference 0035 - 1638

Role of Care at Home Manager, Edinburgh, EH14 1RL

Thank you for your interest in working with us. This job pack contains a copy of the advert as well as the job description and person specification.

The particulars of this post are

- Competitive hourly rate of £12.84 —£13.88 per hour
- Working Monday to Friday between 7.30am & 6pm – hours and days negotiable.
- DC Pension Scheme & Generous Holiday Entitlement
- Ongoing training and professional development

Trust requires all external applicants to complete our Application Form. This gives us the information on candidates in a consistent way which helps standardise the shortlisting and interview processes.

Your application can be emailed as an attachment to [jobs@trustha.org.uk](mailto:jobs@trustha.org.uk) or posted to: Jobs, Trust Housing Association Ltd, 12 New Mart Road, Edinburgh, EH14 1RL no later than the closing date of 12 noon on Friday 14<sup>th</sup> October 2017.

Our interview shortlist is determined by how you match up against the skills and experience the role demands and only successful applicants will be contacted again to attend the interview.

May I take this opportunity to thank you for your interest in working with us and wish you every success for the future.

Regards

*Sharon Chalmers*

Sharon Chalmers  
HR Assistant  
0131 444 1200



**Role:** Care at Home Manager  
**Salary:** £12.84 —£13.88 per hour  
**Location:** Edinburgh, EH14 1RL  
**Job type:** Permanent, 12 hours per week  
**Job Ref:** 0035 - 1638  
**Closing Date:** 14th October 2017



Trust Housing Association Ltd has exciting opportunities for a Care at Home Manager to join their team based at Edinburgh working 12 hours per week.

In return for your enthusiasm and commitment as a Care at Home Manager we will offer you: -

- Competitive hourly rate of £12.84 —£13.88 per hour
- Working Monday to Friday between 7.30am & 6pm – hours and days negotiable.
- DC Pension Scheme & Generous Holiday Entitlement
- Ongoing training and professional development

Trust Housing Association is a national housing, support and care provider, offering a range of accommodation and support services. Primarily serving older people in our communities we also provide housing for families and individuals. We have over 2,500 households across the length and breadth of Scotland, from the Highlands and Islands all the way down to the Borders.

Our Care at Home service in Edinburgh provides personal care and meals preparation, delivered by a dedicated staff team. Your role will be to ensure the service provided meets the need of the tenants and to encourage and motivate the staff team. You must have previous experience of working with older people or other vulnerable members of a community, so you will understand their needs and know how to meet these. In addition, you will promote and support the service and build positive working relationships with colleagues in other agencies such as health care and social work.

To succeed in this post you must have previous management experience in the sector, be able to manage a large staff team, communicate effectively with tenants and carers and have confidence in your administration and IT skills.

You will already have SVQ level 4 or be willing to commit to achieve this qualification.

Trust requires all external applicants to complete an Application Form. This gives us the information on candidates in a consistent way which helps standardise the shortlisting and interview processes.

Your application can be emailed as an attachment or posted to: Jobs, Trust Housing Association Ltd, 12 New Mart Road, Edinburgh, EH14 1RL no later than 12 noon on the closing date stated. Please note CVs will not be accepted without our completed application form.

We are pursuing a policy of equal opportunities and welcome applications from all sections of the community.

Trust Housing Association is a Registered Scottish Charity- SC009086





# Job Description

TRUST HOUSING ASSOCIATION LIMITED

POST: Care at Home Manager  
RESPONSIBLE TO: Area Manager, Customer Services  
LOCATION: Edinburgh

## Purpose of Job:

To manage the Care at Home service, by ensuring customers are provided with the means to maintain their independence as far as they are able, and are directly supported in their homes by providing individual advice and support, and direct personal and emotional care.

To manage the staff team, ensuring that all services are delivered flexibly, innovatively and in a responsible and respectful manner.

## Main Duties & Activities:

### Line Management

- Manage Care at Home staff team in the Care at Home structure, including dealing with recruitment, training, support and development and all other employee related matters in accordance with Trust Housing Association's policies and procedures. Deliver regular supervision meetings with staff, annual staff appraisals and team meetings.
- To manage and supervise the work of all care at home staff, including establishing rotas and suitable shift patterns and ensuring that cover is providing for all shifts. Any fundamental permanent changes to the rota must be agreed in advance with the line manager.
- Manage, monitor and review systems for performance monitoring to ensure agreed service levels are achieved.
- Establish and maintain effective day to day communication systems within the service between staff, customers and their families, and other agencies.
- Maintain good communication with other Housing with Care and Care at Home Services and Local Authority partners through attendance at both internal and external meetings as required.



### Customer Relationships

- Actively encourage, promote and facilitate opportunities for customer participation and consultation processes in all Trust's' activities.
- Enable tenant access to advice and assistance in regards to the payment of rent, claiming housing and other benefits and local Council charges in relation to their care and support services.

### Customer Care and Support

- Implement all policies and procedures in respect of Trust Housing Association's work within the Care at Home Service and ensure that these are carried out efficiently and effectively.
- To coordinate and monitor the completion of care and support plans that are individualised to each customer according to their assessed needs, and ensure that the care and support plans are completed to a high standard and reviewed in conjunction with the customer and/or tenant family and any relevant external agencies on a regular basis as directed in the relevant Policy and Procedures.
- To monitor and evaluate that the care and support service received by each customer meets their individual needs, and where needs are identified that are not yet being met, co-ordinate referrals to external agencies.
- Develop, manage and review care at home services in line with Association policies & procedures.
- To ensure all aspects of the service operate in line with National Care Standards, and assist in the preparations and delivery of the Care Inspection process.

### Administration and Finance

- Ensure that all administrative tasks relating to the management of the service are in line with the Association's Policies and Procedures, including the maintenance of the appropriate customer, financial and monitoring records. Liaising with internal departments and/or external agencies when appropriate.
- Collate and monitor an accurate record of the hours of service delivery in line with the agreed contract and process for the service for invoicing purposes.



### Other Duties and Responsibilities

- To undertake training considered appropriate for the post as required.

To undertake any other relevant duties as considered appropriate to the post

### **EQUALITY, DIVERSITY AND INCLUSION (EDI)**

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.

Contribute to EDI discussions in team meetings and share updates and case studies

Ensure your EDI training is up to date

Attend EDI learning and networking events

Access where relevant, EDI information on Trust's intranet

Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust

Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

### Reporting Arrangements:

The Care at Home Manager reports to the Area Manager, Housing & Support, who will agree, through regular support meetings the relevant priority to be given to the above tasks. The Care at Home Manager will, however, be responsible for organising and prioritising work on a day-to-day basis.



**PERSON PROFILE AND SPECIFICATION:**

Skills & Abilities	Essential	Desirable
This section specifies the skills and abilities the post-holder must have to perform satisfactorily.		
Effective communication skills to be able to liaise and negotiate with internal/external colleagues, and applicants/carers	✓	
Effective written and verbal presentation skills	✓	
Ability to be creative and innovative to develop care at home services to meet legislative and policy requirements	✓	
Ability to support and motivate colleagues	✓	
Ability to handle pressures of conflicting priorities	✓	
A good understanding of IT as a tool for performance monitoring and benchmarking	✓	
The skills and abilities to successfully lead, develop and support a staff team.	✓	

Education, Qualifications, Training & Development	Essential	Desirable
This section specifies the qualifications that are essential to perform effectively in the post.		
Degree in a related discipline		✓
Diploma/SVQ in related discipline	✓	

Other factors and attributes:	Essential	Desirable
This section specifies other factors which may be necessary e.g., the ability to work unsocial hours, travel etc. or the need to work within a particular philosophy or ethos.		
Commitment to continuous improvement, development of good practice and high quality provision of services.	✓	
Prepared to undertake occasional out of hours working	✓	
Current driving licence	✓	
Satisfactory PVG Check	✓	

Equal Opportunities:	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

