

Application Pack

Registered Manager

Welcome

Thank you for expressing an interesting in our current vacancy.

Five Lamps is a different kind of care provider. As a Charity we focus on not only the care of our service users but the impact we make on their lives including our social inclusion activities.

An exciting opportunity has arisen to take a lead role delivering a domiciliary Home Care service, which includes an Extra Care Scheme across Stockton South, delivering c2,000 hours of care per week

We require a Registered Manager who has a proven track record within the home care sector, is ready for a new challenge and is motivated to lead a team to deliver high quality care and support enabling service users to remain living independently.

Benefits

- £33K – 35K per annum
- 29 days annual leave + bank holidays
- £0.45 per mile mileage rate
- Ongoing training and development
- A working environment that is open to new ideas
- A team who are passionate about the service we offer
- Mentoring support covering quality assurance and leadership
- Opportunities to grow the service
- The satisfaction of working for an innovative charity
- Access to an Employee Assistance Programme

This document provides further information on Five Lamps Group, the role of Registered Manager and the application process.

About us

The Five Lamps Organisation (Five Lamps) is a Registered Charity (702314) and company limited by guarantee (2441319) which has been established for over 35 years. We are based in Thornaby, Stockton-on-Tees and provide a wide range of services to socially, economically and financially excluded individuals.

We deliver this through our four integrated business divisions - Economic Development; Financial Inclusion & Housing, Youth Services and Home Care. The impact of our work spans:

- Supporting long-term unemployed people back into work
- Providing training, employment and qualifications to Not in Education, Employment or Training (NEET) young people
- Supporting customers on their enterprise journey from enterprise coaching, mentoring, business planning and accessing finance for start-ups

- Providing evening and weekend youth club activities, including 2 sessions dedicated to young people with special needs from our purpose built youth centre 'The Youthy'
- Refurbishing and letting previously long term empty properties
- Providing affordable personal loans to individuals who are unable to access mainstream support through our brands 'Conduit' and 'Conduit Scotland'. Our person lending activities are delivered via our Trading Company 'Five Lamps Trading Limited', which is wholly owned by Five Lamps Charity
- Providing a domiciliary home care service to people aged 65 and over within Stockton South – delivering c2,000 hours of care each week in the community and at Parkside Court, an Extra Care Scheme
- Supporting people aged over 50 on their return home from hospital through our low-level discharge project, Home from Hospital
- Delivering a free breakfast club to families throughout the school holidays who may be at risk of holiday hunger

Five Lamps is committed to being 'a different kind of domiciliary care provider'. We are a successful social business geared up and driven to provide real life choices, with the capacity to provide considerable added value to our service users.



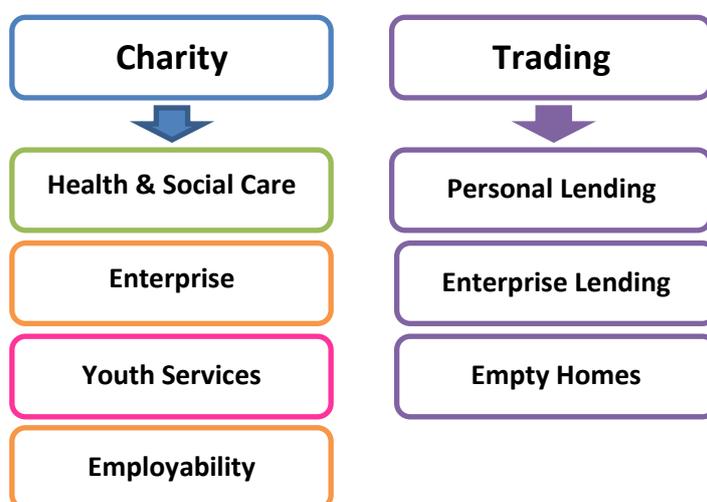
Five Lamps Charity



Five Lamps Trading

Five Lamps Group Structure

In trying to address social, economic and financial exclusion, we have 7 business divisions within our Charity and Trading Company.



We are regulated by the following:



Key Achievements

- The Trading Company finalised a £5million investment raise and drew down the first tranche of that capital for on-lending on 30 July 2018. This investment, the largest ever single deal for a UK community finance organisation will enable us to make 100,000 loans over the six years of the investment
- The Youth Employment Initiative contract (YEI) has been further extended
- Five Lamps Trading Limited successfully secured full Financial Conduct Authority permissions in March 2018
- The Charity has completed the third year as joint accountable body alongside our friends at The Corner House Youth Project, in Youth United Stockton (YUS)
- We have launched 'Hull Money' and 'Northumberland Money'
- The first Care Quality Commission inspection visit to our Home Care service resulted in an overall rating of Good
- We secured primary provider status on Stockton Council's Care at Home Framework in May 2020 and now are the care provider at Parkside Court Extra Care Scheme
- The Charity continue to deliver a Breakfast Club, which runs every day of school holidays, recognising that holiday hunger is a significant issue in our communities. Support from companies like Asda and Warburtons has been invaluable as has the work of volunteers and our own staff.
- Our Home Care service secured the contract to provide the Hospital Discharge' service for patients returning home from North Tees hospital. This complements the great work of our Home From Hospital team
- The Charity is now registered with the Office of the Scottish Charity Regulator
- Five Lamps is one of five affordable credit providers who will join Fair4All Finance's pilot scale-up programme
- We secured Big Lottery Funding to continue our low-level discharge 'Home from Hospital' project

Governance

Five Lamps Charity has a Board of Trustees and Five Lamps Trading Limited has a Board of Directors, who provide leadership, strategic direction, challenge and entrepreneurship, driving the business forward, keeping it under prudent control and acting responsibly towards employees, stakeholders and society as a whole.

The Charity Board meets at least quarterly and comprise of 5 members and the Trading Boards meets monthly and is comprised of 7 members from a diverse range of professional backgrounds.

Charity	Trading
Patricia Chambers, Chair Vivienne Holmes, Vice Chair Ian Wright Trevor Watson Jamie Houlders	Lisa Pickard, Group Chief Executive Trevor Watson, Chair Rod Jones, Vice Chair Richard Poundford Lara Hagelmann

Senior Management Team

- Group Chief Executive - Lisa Pickard
- Director of Corporate Services – Nicola Garrett

Mission, Vision & Values

Our Vision	Creating Possibilities : Improving Lives
Our Mission	To Transform Lives, Raise Aspirations and Remove Barriers to Social, Economic & Financial Inclusion
Our Business	A nationally-recognised charitable business working with excluded individuals and families in the most disadvantaged communities
Delivered Through	Trusted Brand Quality Assured Services Making People Matter Superior Contract Performance Measured Social Impact Social Investment Skilled & Motivated Workforce Expanding Geographic Reach Revenue Generated via Stronger Balance Sheet

Corporate Value	What This Means
Making People Matter	<ul style="list-style-type: none"> • Treating people with respect • Releasing potential • Keeping confidentiality • Enabling and empowering people to help themselves • Challenging self-perceptions and encouraging self-worth
Performance Matters	<ul style="list-style-type: none"> • Strength of performance wins contracts • Taking personal accountability within delegated authority • Maintaining high standards, skills, credibility and ethics • Demonstrating personal, individual and team commitment to corporate goals • Respecting and promoting a positive corporate culture • Everyone contributes to the 'bottom line' • We are all Five Lamps ambassadors
Quality Matters	<ul style="list-style-type: none"> • Assuring quality and achieving contemporary quality standards • Pursuing and achieving continuous service improvement • Investing in our people, our systems and our buildings • Marketing and promoting our products and services effectively
Making Communities Matter	<ul style="list-style-type: none"> • Understanding communities and their needs • Enabling access to services via a range of route ways embracing 21st century technologies • Including everyone and removing geographic barriers • Designing new services to meet identified need • Regenerating communities – restoring the sense of 'place'

Measuring Impact Matters

- Producing an annual Social Impact Report
- Measuring customer and stakeholder experiences and feedback
- Collecting social, performance and environmental data across the full range of our business
- Publishing a range of good news stories and case studies

Five Lamps Homecare Aims & Objectives

Five Lamps Homecare aims to:

- Provide an effective, safe, caring and responsive domiciliary care service which meets the aspirations of service users, our staff and key stakeholders by enhancing personal dignity, wellbeing and independence.

Five Lamps Homecare Services will achieve this by:

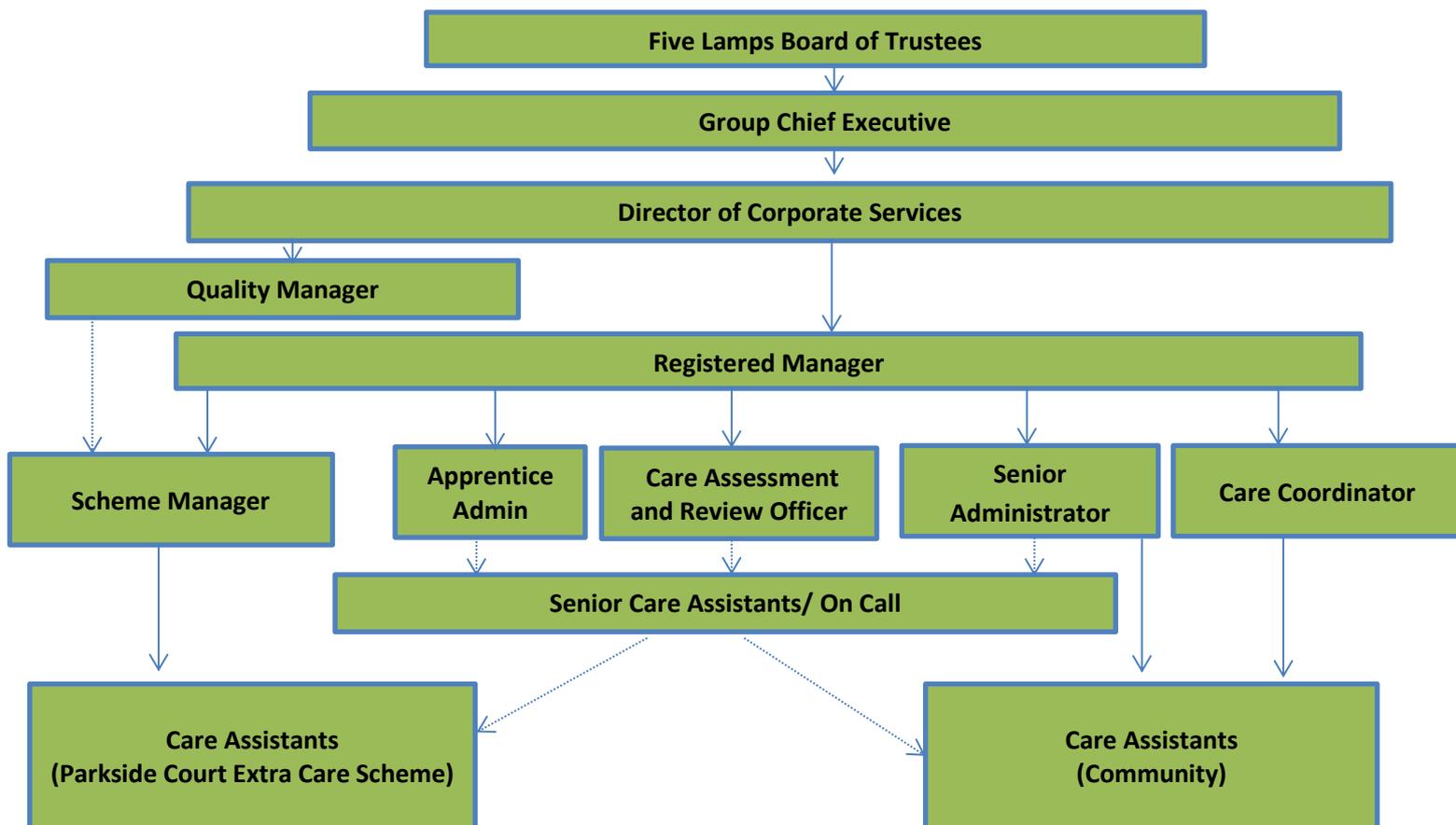
- Communicating effectively with individuals and their support network regarding decisions that will have an effect on them.
- Enabling people to exercise choice and control over their own lives.
- Facilitating and encouraging the engagement of family and friends.
- Developing approaches to meet the “wider” needs of individuals and help facilitate independence, prevent deterioration and enhance wellbeing.
- Enabling participation as active and equal citizens both economically and socially.
- Creating added social value.
- Engaging, involving and motivating staff to ensure a high performing, motivated and committed workforce.
- Promoting continuous improvement and supporting best practice which is compliant with all extant legislative and regulatory requirements.
- Embracing and promoting people’s diversities.

As a social enterprise rooted with the community we serve; Five Lamps Homecare Services will reinvest any profits back into the service to deliver high quality care and support.

We will also strive to achieve

- A greater consistency and stability in service delivery;
- Have a clear social purpose / value and ambition that employees, volunteers and service user embrace and can be measured;
- Seek to diversify with complimentary services to strengthen social purpose and financial capability;
- Establish effective synergies with volunteering opportunities throughout the Voluntary, Community and Social Enterprise Sector to maximize wellbeing;
- Tackle social isolation, welfare and wider welfare issues, spending more time helping to enable and facilitate;
- Provide ‘multi-disciplinary connectivity’ e.g. with GPs, nurses, social workers, police, etc.;
- Take a key role in coordinating day to day wellbeing;
- Promoting independence rather than dependence; and
- Develop better uses of new models of care technology.

Five Lamps Home Care Structure



Role Description

Job Description

Registered Manager

An exciting opportunity has arisen to take a lead role in a growing home care service and extra care apartment scheme located in Thornaby, Stockton-on-Tees. Five Lamps is a charity with an excellent reputation and is driven to make people matter.

We require a Registered Manager who has a proven background within the home care sector and/or extra care environment and who is ready for a new challenge and is motivated to lead a team in a fast-paced environment to deliver high-quality care and support enabling service users to remain living independently.

Location: Based at Five Lamps Head Office in Thornaby, however this post will require working across a range of sites and as such is an essential car holder post

Hours: 37 hours per week. Flexible hours (evenings and weekend working will be required)

Responsible to: Director of Corporate Services

Salary Scale: Salary SCP34 – SCP36 (£33,526 to £35,134)

Job Purpose: To provide high quality homecare and extra care services that support the rights of service users to live the lives they choose as far as they are able. The Registered Manager is directly accountable to Five Lamps and to the regulatory body Care Quality Commission (CQC)

Contract Period: Permanent

Key responsibility

Efficiently manage the day to day running of the business. Allocate resources and monitor performance to deliver high quality homecare to service users within budget. Lead and motivate the staff team to ensure staff are clear about their respective duties and responsibilities and are held accountable to these respectively.

Duties and specific responsibilities

Manage the safety and quality of the business

- Be responsible for the safe delivery of the service in line with legislative and regulatory requirements and company policy and procedures
- Understand and monitor health and safety in the workplace and in the field. Act as lead for infection prevention and control
- Maintain full and accurate records and reporting systems in accordance with legal requirements and to ensure the effective running of the business and lead on reporting arrangements to commissioners
- Implement quality management and improvement systems. Effectively manage incidents and lead on safeguarding and CQC reporting
- Plan and monitor three monthly spot check activities across all care
- Take a lead on ensuring the organisation is prepared for Care Quality Commission (CQC) inspections and local authority inspections and implement remedial actions resulting from these inspections in a timely manner
- Be prepared to work flexibly to ensure the safe delivery of the service
- Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day to day management and delivery of care
- Ensure the service meets, and exceeds, the requirements of the health & social care act and the care quality commission guidance.

Provide a good service to Service Users

- Promote the rights of each service user and keep their wishes at the centre of their care and support
- Ensure that prior to each new care package commencing, a personalised care plan and risk assessment has been completed including what the service user needs and would like to achieve from their care and support
- Ensure that care plans are regularly reviewed and updated based on changing service user circumstances and regulatory requirements
- Provide the service user, and where appropriate their representatives, with information about the service so that they are clear about what to expect and how they can raise any concerns
- Apply excellent communication skills with service users, their families and representatives, staff and other health and social care professionals to deliver high quality care services
- Keep all information about service users and their families secure and confidential
- To maintain the highest standards of confidentiality at all times

Lead and manage staff

- Performance manage and lead a team, including Scheme Manager, Care Coordinator, Senior Administrator, Apprentice Administrator, Senior Care Assistants and a team of Care Assistants
- Ensure the effective recruitment, induction and training of the Care Assistants. Identify ongoing training needs and ensure staff are up to date with current best practice
- Ensure there are sufficient numbers of suitably qualified staff allocated appropriately to meet service needs at all times. Implement company policy and procedures in relation to managing absence, disciplinary, capability and grievance matters
- Provide information, guidance and lead the 3 monthly supervision process and annual appraisal to enable staff to effectively and safely carry out their roles.
- To be part of an on-call rota covering emergency calls and ensuring all on-call issues are dealt with effectively, such as covering calls either directly or indirectly when Care Assistants are sick or absent
- To be routinely involved in a range of human resources/ staff management duties

Promote the business

- Developing and managing relationships with local authorities, families and other internal and external contacts
- Attend external meetings and represent the service in a positive manner
- Participate in the growth and development of the business including establishing a wide range of social inclusion activities

To undertake any other duties and responsibilities as may be reasonably required within the scope of the post. We will provide full training in line with regulatory requirements.

Skills & Experience Required

Factor	Essential	Desirable
Qualifications	NVQ Level 5 in Health and Social Care or equivalent Good standard of general education in particular English Language and Mathematics	
Experience/ Knowledge	At least 2 years' experience of managing the delivery of homecare services or extra care services as a Registered Manager At least 2 years' experience of leading, managing and developing an effective staff team including recruitment, training, supporting and supervising staff Detailed knowledge of the Health and Social Care Act 2008 (Regulated Activities) Experience of Care Quality Commission (CQC) reporting and inspections Knowledge and experience of best practice COVID – 19 mitigations, around infection control Excellent understanding of the needs of people who	Detailed working knowledge of local and national statutory, advice and support agencies An understanding of Five Lamps integrated service portfolio

	<p>require care and support in their home and the provision of care services in line with best practice</p> <p>Excellent understanding of the principles of high quality person centred care and support and non-discriminatory care practice</p> <p>Good understanding of the regulatory responsibilities of a Registered Manager and the law relating to domiciliary care services.</p> <p>Understanding of systems to maintain confidentiality in relation to Service Users, staff and the business</p> <p>Knowledge of health and safety matters in relation to homecare services and risk management</p> <p>Knowledge of how to recognise abuse and safeguarding procedures</p> <p>Experience of care services, risk assessment and person centred care and support</p> <p>Ability to plan and manage staff effectively to ensure a seamless delivery of care to our Service Users</p>	
<p>Skills/Abilities</p>	<p>Strong leadership skills to ensure the office staff and Care Assistants are motivated to a high standard</p> <p>Experience of budget management and working within a commissioned service</p> <p>Ensure the service is well managed and work within the office staff is delivered at a fast pace and meets regulators requirements for quality assurance.</p> <p>Caring and compassionate towards people in need of care and support</p> <p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice</p> <p>Commitment to respecting the rights of Service Users at all times and to promoting their privacy, dignity and independence throughout their lives</p> <p>Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions</p> <p>Excellent time keeper and reliable</p> <p>Excellent interpersonal and communication skills, both written and verbal.</p>	<p>Experience of financial management</p> <p>Able to analyse complex issues and to think creatively and strategically</p> <p>Good practical approach to problem solving</p>

	<p>Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals</p> <p>Ability to support Service Users with all aspects of their daily living in a manner that respects their dignity, is non- judgmental and promotes their independence, choices and privacy</p> <p>Excellent administrative skills</p> <p>Excellent computer literacy skills including experience of care management software packages and Microsoft Word and Excel</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Ability to implement Five Lamps’ policies, procedures and instructions</p> <p>Ability to work undirected and unsupervised</p>	
<p>Other (eg attitude, interests etc.)</p>	<p>Full clean driving license, business insurance and access to a car during work time</p> <p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure</p> <p>Energetic, committed, enthusiastic, reliable</p> <p>Receptive to the use of new technology in an efficient office environment</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Strong focus on customer care</p> <p>Drive and determination to achieve excellence</p>	<p>Understanding of Five Lamps mission, vision and values</p> <p>Genuine interest in developing a model as an alternative to traditional homecare and extra care services</p>

How to apply

Please complete the Application Form, listing your skills and experience in line with the Job Description and Person Specification and return to hr@fivelamps.org.uk

The closing date for the post is 7 August 2020 @ 17:00. If you have not had a reply by 21 August 2020 please assume your application has been unsuccessful.

For an informal discussion regarding the vacancy, please contact Amy Richardson on amyrichardson@fivelamps.org.uk to arrange an appointment.

Good New Stories

Wheely Good idea to help Five Lamps Carers enhance support for vulnerable people



A four-figure grant from a regional employer has supported Five Lamps to enhance the home care services it provides and improve the health and well-being of its home care colleagues.

In response to the increased pressures caused by the coronavirus pandemic, Five Lamps is bringing in two new electric bikes to help its team of domiciliary carers reach the 90 people they currently look after across the Stockton area more quickly.

It is also giving its 53 carers new branded backpacks and water bottles, while some of them will receive solar mobile phone chargers to both help with the lack of facilities during social distancing and to recognise the brilliant job they are doing in supporting vulnerable people who currently need home care service more than ever.

The project is being funded with support from a £1,500 grant from the community benefits fund linked to Banks Renewables' Lambs Hill wind farm near Stillington.

The family-owned firm agreed with the Lambs Hill Wind Farm community fund committee members to temporarily relax the fund's eligibility criteria in response to the impact of the pandemic and extend the area within which grants can be made.

Nicola Garrett, Five Lamps Director of Corporate Services said "The last few weeks has showcased the importance of domiciliary care and the pressures home care providers and carers face. Our home care team is doing an amazing job in continuing to safely look after local people who often need a great deal of support.

"Many of our clients have a wide range of complex needs, so are shielding from the virus, and their visits from our carers are often one of very few social interactions they're having with other people.

"Some of our carers walk, some drive and some already use bikes to travel between visits and to collect prescriptions and shopping which has been a challenge during lockdown.

“We wanted to find a way that our carers could get around safely and quickly, so that they can spend as much of their valuable time as possible in people’s homes providing care. Creating a pool of electric bikes will really make a difference, not just during the pandemic but as lockdown is lifted.

“The backpacks provide recognition for the essential job that our carers are doing, while their need to both stay hydrated and keep in touch during the days means that the new water bottles and solar mobile chargers will come in very handy.

“We couldn’t have made these plans happen without Banks Renewables’ generous support and our carers can’t wait to take our new bikes out on the road.”

Sue Bell, chair of the Lambs Hill Wind Farm community fund committee, adds: “In normal times, this kind of work is important to our community, but at present, it provides so much more in terms of support for our vulnerable people and their families.

“This care and service is invaluable and this funding committee, set up and financed by the Banks Group, has been able to help in making it easier to reach the people that need it.

“It is also right that those putting others first should be given recognition for that and deserves equipment that makes their task easier. This is a very worthwhile project to be able to help and a pleasure to support.”

The Lambs Hill wind farm will generate more than £250,000 of local community funding over its 25-year lifespan and has been operational since the beginning of 2017.

It generates over 23,500 MW of green electricity every year, which is enough to meet the annual energy requirements of more than 5,700 homes, and by doing so, displaces almost 7,800 tonnes of carbon dioxide from the electricity supply network per annum.

Lewis Stokes, Community Relations Manager at the Banks Group, adds: “Our wind farm benefits funds are designed to support good causes in the closest surrounding communities which make a tangible difference to the lives of people living there.

“In this unprecedented time of need, we felt it was right to step up and do as much as we can to support the local community where it’s most needed, and we’re grateful for the support of the members of the funding panel in enabling us to do so.

“The Five Lamps team is doing a great job in supporting vulnerable people in the community and we’re keen to hear from other groups who could make a similar impact with the help of a grant from the Lambs Hill fund.”

The Banks Community Fund supports local environmental and community improvement projects in the areas surrounding the Banks Group’s operations.

The Banks Group was founded in 1976 in County Durham. Banks’ development with care approach ensures sites are developed in close consultation with the community as well as carrying out extensive environmental assessments. More information can be found at www.banksgroup.co.uk

Jun20

Jul20

Dishing Out Essentials Thanks To Local Donations



Thanks to a donation of food and supplies from Holy Rosary Church in Billingham and also Morrison's in Teesside Park, Five Lamps have today delivered 26 food parcels to their customers who live in Thornaby and surrounding areas.

During these difficult and unprecedented times, Five Lamps have received a number of requests from customers who are in need of food or essential items.

Many of the requests are from individuals and families who have had a significant drop in their income, due to losing work or who are self-employed and unable to trade at the moment.

Five Lamps Home Care, Care Assistants have also reported that a number of Service Users who are being shielded due to their age or underlying health conditions are also unable to access essential food supplies.

Thanks to the donation of food and also thanks to Five Lamps staff who have volunteered their time to collect the donations and prepare the parcels, Five Lamps were able to provide a parcel of fresh and tinned foods as well as sanitary products to 26 households, in Thornaby and Stockton on Tees.

Amy Richardson, Five Lamps Marketing and Campaigns Manager said, "Thank you so much to Holy Rosary Church and Morrison's who have donated food and supplies. Our frontline workers have been able to see first-hand the rising need for food parcels during this time. We have been able to reach 26 households today; however, we are aware of many others who would also benefit from a food parcel. We hope that we can continue to provide food parcels on a weekly basis and donations are key to enable us to do this."

April 2020