



DIRECTOR OF SOCIAL CARE CANDIDATE PACK

WELCOME

Thank you for your interest in the Director of Social Care role.

Chailey Heritage Foundation is a pioneering charity which leads the way in delivering services for a very special group of children and young people who face huge challenges every day due to the nature of their complex disabilities and health needs.

I joined as the new CEO in October 2022. This is a uniquely rewarding place to work and I am excited about our future. Our co-located specialist services are delivered by integrated teams of education, NHS, and social care professionals working seamlessly to meet the complex needs of the children and young adults who access our services. We are incredibly proud of this partnership model and the outcomes we achieve for the children and young people.

The Charity has a range of state-of-the-art facilities which include a therapeutic horse-riding centre, care farm, hydrotherapy pool and multi-sensory studio.

Both CQC and Ofsted rate the standard of our residential services for children and young adults as 'Good', whilst our school is rated by Ofsted as 'Outstanding'. Building on these solid foundations and stable financial position, we are positive about our ability to extend the reach and impact of the Charity over the coming years. The Director of Social Care will help to shape this future as we develop our new strategy, launching in 2024.

with best wishes,

**Gareth Germer,
CEO**

ABOUT US

Over the last century, we have expanded and continuously developed our world-class range of specialist services to meet the needs of young people with complex neurodisabilities. Operating from our main campus in Chailey, East Sussex, we provide specialised education for pupils aged 3 to 19, as well as services for young adults with disabilities.

The curriculum for our pupils is personally designed around the needs of each child and young person, with a focus on promoting independence, communication skills and personal development. We provide a range of facilities to ensure this, inclusive of our large hydrotherapy pool, a therapeutic horse-riding centre, and our care farm, Patchwork Farm. We work in close partnership with Chailey Clinical Services, a nationally recognised specialist NHS tertiary service for children and young adults with complex neurological and physical disabilities. Being on the same site enables us to deliver uniquely, integrated multi-agency services for the benefit of the young people and their families.

For those who need 24-hour care, we have 6 bungalows on site, offering a range of boarding options for children and a transition service for young adults up to the age of 25. This then stems into the community arm of the Charity, where we offer exciting services in our Hub (a day service) and Learning & Skills Centre, both are open to people with disabilities living in the community.

We have a team of c.450 built from our amazing full and part-time staff and volunteers. Due to their complex needs, all our pupils have at least 1:1 support, and some have a 2:1 support for all or part of their day. Throughout everyone's career with us, we provide extensive training to ensure that all our services and facilities remain outstanding.

Whilst we are proud of everything we have achieved, we are ambitious. There is a lot of room for the Foundation to grow and expand our services even further.

To learn more about Chailey Heritage Foundation, please find our 2021/22 Impact Report <https://www.chf.org.uk/discover/annual-report-2021-22/index.html>

Children and young people are at the core of Chailey Heritage Foundation and the heart of our mission. We seek excellence, not as a badge but because the children, young people and their families deserve nothing less.

OUR IMPACT

The impact of the Foundation's services comes not just in how many children and young people use our services, but in the difference we make to their lives and that of their families.

OUR VISION

A society where individuals of all abilities are valued, and no one is excluded because of their disability.

OUR MISSION

To give disabled children and young people every opportunity to pursue their fullest potential.

OUR VALUES

Belonging - We are a community with a shared purpose. Everyone is accepted, everyone matters.

Commitment - Every day we strive to make a positive difference for the children, young people and their families.

Ambition - We have high expectations; 'OK' is never good enough.

Celebration - We celebrate what we achieve together.

OUR PROMISE

We will never, ever give up working with children, young people and their families to empower them to make their own choice at every stage in life



JOB DESCRIPTION

Job title: Director of Social Care

Reports to: Chief Executive

ROLE PURPOSE

- To role model confident, motivational leadership for all social care services across the Foundation.
- To maintain and develop robust and effective systems to support regulatory compliance and drive the highest standards of clinical and social care.
- To grow the reputation of CHF as a centre of excellence in delivering care to children and young adults with complex and fluctuating health needs.
- To grow and maintain great working relationships with parents, carers and the health, social care and education teams who form the basis of our partnership model.
- To promote a culture and values focusing on great employee experience, workforce development and growth.
- To ensure that all social care services are financially sound and that both existing and new services develop sustainably and on a solid contractual footing.
- As a member of the Foundation leadership team, support the development and implementation of our Strategy and supporting plans.

GENERAL DUTIES

- At all times to work within the parameters of Chailey Heritage Foundation's confidentiality and data protection policies; protecting information held on both staff and pupils, both paper and electronic, exercising discretion, tact, and diplomacy.
- Complying at all times with Chailey Heritage Foundation's employee code of conduct, policies, and procedures.
- To undertake any other task that may be reasonably asked of you by your line manager.

PROFESSIONAL DEVELOPMENT

- Undertake all induction and mandatory training in Chailey Heritage Foundation.
- To undertake relevant specialist training and keep up to date with changes in regulations relevant to your work areas.
- To remain curious, seeking out opportunities to grow networks, expand knowledge and learning.

MAIN RESPONSIBILITIES:

- To role model confident, motivational leadership for all social care services across the Foundation:
 - Lead, manage and develop the Social Care Management and staff teams.
 - Plan the strategic development of social care services, developing and implementing an annual social care improvement plan taking account of the Foundation Strategic Plan and priorities.
 - To define, develop and embed a values driven culture of employee partnership, development, and progression within CHF.

- To maintain and develop robust and effective systems to support regulatory compliance and drive the highest standards of clinical and social care:
 - Lead practice across social care services to ensure that children and adults are safe, healthy, and listened to and that all statutory and local policies and procedures relating to Safeguarding, DoLS and MCA are followed rigorously.
 - As Responsible Individual for Ofsted and CQC, provide oversight, assurance and support to the Registered Managers of the children's home and Futures service, actively engaging with regulatory activities.
 - Develop and maintain a quality and service improvement framework for social care and clinical practice.
 - Keep abreast of legislation, case law, national and local development advising on the implications for the Foundation.
 - Promotion of digital approaches to care management that improve efficiency and consistent case recording.
- To grow the reputation of CHF as a centre of excellence in delivering care to children and young adults with complex and fluctuating health needs:
 - To foster innovation and ambition across our integrated teams with a focus on both existing and new service initiatives.
 - Promote CHF at conferences, facilitate visits, participation in academic research and pilots.
 - Ensure concerns and complaints are responded to and managed effectively, lessons are learned, policy and practice improved.
- To grow and maintain great working relationships with parents, carers and the health, social care and education teams who form the basis of our partnership model:
 - Promote positive partnerships with parents through good communication, co-production and dialogue and promote the voices of young people.
 - As a member of the Partnership Strategy Group support effective oversight and improvement of the SLA between CHF and NHS partner agency.
 - Secure strong relationships with all stakeholders and lead active engagement with local authorities and clinical commissioning groups.
 - Promote and deliver innovations that improve the experiences of children and young people and their families and/or increase the effectiveness of the staff who support them.
- To promote a culture and values focusing on great employee experience, workforce development and growth:
 - Manage and develop the social care senior team, ensuring good communication, and facilitate open, effective working relationships with the School, CHF central teams and Chailey Clinical Services.
 - Secure the effective operation of systems for supervision, support, appraisal, and appropriate professional development across social care services and monitor their effectiveness.
 - Provide leadership, energy and focus to the implementation of the Foundation people strategy.

- To ensure that all social care services are financially sound and that both existing and new services develop sustainably and on a solid financial footing:
 - Establish and deliver plans for service development, anticipating trends in local/ national policy developments, that are sustainable and deliverable within the resources available.
 - Ensure the timely preparation of budgets for all social care services and secure their effective management.
 - Ensure that financial sustainability is central to the development of care package proposals, placement reviews and fee recovery activities.
- As a member of the Foundation leadership team, support the development and implementation of our strategy and supporting plans:
 - Be accountable to Governors and Trustees for all aspects of the delivery of social care services and clinical care.
 - Contribute to the strategic and operational leadership of the Foundation, working collaboratively with members of the Foundation Leadership Team to promote the culture and values of the charity and shape its future.



PERSON SPECIFICATION

KNOWLEDGE AND EXPERIENCE

ESSENTIAL

- Social Work qualification and/or relevant qualification.
- Evidence of professional development.
- Senior management of regulated services and a track record of achieving excellent inspection outcomes.
- Knowledge and experience within the relevant regulatory regime: Ofsted Social Care and CQC.
- Knowledge and extensive experience in safeguarding including child protection, the protection of vulnerable adults, DoLS/LPS and mental capacity.
- Knowledge and understanding of legislative framework for children and adults' social care and how these apply to children and adults with disabilities and health needs.
- Experience of working with individuals with complex needs and their families/carers.
- Knowledge and experience of issues around the management and administration of medication and clinical training.
- Extensive experience of financial planning including financial control and monitoring and budget formulation.
- Knowledge of the application of digital systems and an enthusiasm for developing their application to all aspects of service delivery.
- Knowledge and experience of workforce management and staff development including managing employee relations.
- Experience of working in / managing multi agency teams, ideally across health and social care and /or social care and education.

DESIRED

- Relevant further qualification.
- Knowledge of Experience of working with individuals with high clinical needs.
- Understanding and experience of successful marketing of services and procurement, including of digital media.
- Working for a charity, not-for-profit or public sector organisation.
- Experience of working with and being accountable to governors and trustees.

SKILLS AND ABILITIES

- Ability to think strategically, plan effectively, set and achieve targets.
- Ability to lead motivate and delegate to a diverse range of staff and to foster a positive, learning culture.
- Ability to engage and communicate effectively with a wide range of individuals including CYP, families, staff, trustees and governors, commissioners and inspectors.
- Numerate with the ability to analyse and interpret financial and operational data to develop and manage budgets and lead business improvement.
- Ability to compile accessible and persuasive reports for a variety of audiences.
- Ability to work independently, meet deadlines, work flexibly and be available to be on call as reasonably required.

STYLES AND BEHAVIOURS

- Ambitious for the young people, your colleagues and the charity, having the best interests of young people and their families at the centre of decision making.
- A good listener, open and empathetic.
- Resilient, able to manage pressure and take hard decisions.
- Responsive, resourceful, energetic; a "doer, willing to roll up your sleeves" when necessary but equally comfortable with delegating and with working as part of a team.
- Comfortable with risk and the management of risk, able to give confidence to colleagues, governors, trustees and stakeholders.
- Collegiate – contributing to collective decision making and accepting collective responsibility.
- A commitment to an inclusive culture, equity and a society where individuals of all abilities are valued, and no one is excluded because of their disability.



TERMS OF APPOINTMENT

SALARY

The salary for this role is c.£85,000 per annum on a full-time permanent basis.

LOCATION/WORKING PATTERN

On site with flexible/hybrid working.

PENSION

Auto enrolled 4/4% pension after 3 months, with the option to join enhanced pension with a 5% employee contribution and 7% Employer, after 6 months.

ANNUAL LEAVE

27 days per annum, increasing with length of service.

ADDITIONAL BENEFITS

- Relocation of up to £8k
- Death in Service benefit x 4 (rising to x6 if joined the enhanced pension scheme)
- Gym discounts - up to 25% on gym memberships. (Select from 3200 gyms, health clubs, boot camps and yoga studios).
- Affinity Car Leasing Service
- Health Care cash plan
- Free access to Employee Assistance Programme which includes financial advice and a variety of perks (discount vouchers etc)
- Mobile phone discounts (average saving of 28% with EE)
- Free on-site parking
- On-site Café
- Cycle2Work scheme (minimum saving of 32% on new bike/accessories from Halfords)
- Appreciation awards
- Refer a Friend (£500)
- Free DBS & update check.

HOW TO APPLY

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact hilary.clifford@starfishsearch.com or Juliet.Brown@starfishsearch.com and we will be happy to arrange a call. To make an application, please go to <https://starfishsearch.com/jobs/chailey-heritage-foundation-dir-social-care/> and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the knowledge and experience criteria.

We would also be grateful if you would also complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Selection Timetable

Closing date:	31st July 2023
Preliminary interviews	w/c 7th August 2023
Final Panel interviews	Wednesday 6th or Thursday 7th September

