



THORNAGE HALL INDEPENDENT LIVING

Application Information Pack Day Service Business Manager



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Welcome from the Chief Executive

Thank you for your interest in applying for the role of Day Service Business Manager at Thornage Hall Independent Living.

Thornage Hall is a very special and unique environment. Our ethos of creating a community in which everyone is supported to achieve their potential and to do their best includes our staff. We believe that Thornage Hall offers one of the best health and social care working environments in Norfolk. Working in the beautiful surroundings of North Norfolk we believe we provide a unique environment where we can really deliver on the core social care principles of:

- **Person centred care**
- **Equality**
- **Dignity and Respect**

We will support you to carry out your role, through our internal training programme which includes formal training courses and working towards accreditation as well as shadowing, coaching and mentoring to ensure that everyone learns their role and we share best practice across our teams.

We have a pay structure that allows staff to progress and we are keen to enable our staff to develop to their potential and provide opportunities for staff to progress and develop their careers within our organisation.

I wish you every success with your application.



Angela Steggles BA (Hons)
Chief Executive Officer

About Thornage Hall



History

Thornage Hall was established as a Camphill Community in 1989. The Hall, built in 1482 is an impressive building overlooking the village of Thornage. A former grange of the Bishops of Norwich, the Hall and 70 acre estate was gifted to the Thornage Camphill Community East Anglia, by Lord Hastings in the 1980's.

Staff, volunteers and some of the first tenants helped to renovate the Hall to create the accommodation and convert the barn for communal use. Icen House was built in the early 1990's and Hawthorn was added in 2006. In 2008 we formed a partnership with Freebridge Community Housing so that they became the landlords for our tenants. We continue to work closely with Freebridge enabling us to benefit from their experience of housing and estate management.

A Camphill Community

Thornage Hall Independent Living is a Camphill Community. Camphill Communities were established as intentional communities based on an ethical foundation that recognises the uniqueness of all individuals and seeks to respect, value and enhance the strengths and potential of everyone. Inspired by the teachings of Karl Konig and Rudolf Steiner they were founded upon the three spheres of social arrangement proposed by Steiner

- the economic
- the politico-legal
- the spiritual/cultural

Central to the philosophy was the development of biodynamic farming to provide food for the communities, to care for the environment and also provide meaningful work for those living and working there. The original values are still reflected within our community through a commitment to

- Providing meaningful work with service users and staff working together within a community setting
- Equality, where the contribution of everyone is equally valued
- Safeguarding the rights and responsibilities of everybody in the community
- Allowing freedom for individuals to explore spiritual and cultural aspects of their lives
- Care for the environment

Our vision, values and mission

Our Vision

An environmentally sustainable world where everyone can live, learn and work together in a meaningful way, regardless of ability or disability.

Our Values

- Choice: in daily activities, in participation in the Thornage community, in participation in the wider community, in pathways to employment and volunteering, in skills development, in spiritual and cultural life
- Inclusion: in the wider community, in decisions in personal issues as well as life at Thornage Hall, in work, social, cultural, spiritual and home life
- Respect and Independence and Individuality: to be valued for who you are, to develop to your full potential, to develop your own spiritual and cultural beliefs
- Care and Support: for individuals, for the environment, for the community at Thornage Hall, for the wider community in Holt and Norfolk
- Respecting Rights and Responsibilities: for equality, for self determination, for individuality, for safety
- Respect for the Environment: on the land, in our houses, in our daily living.

Our Mission

Striving together for the common good...

We strive to work together for people and the environment. We work both within our community at Thornage as well as with wider communities and organisations in Norfolk in order to meet the needs of adults with learning disabilities and keep environmental sustainability at the heart of what we do.

We aim to create a community with opportunities for work, learning, and personal expression in which:

- Individual's abilities and uniqueness are recognised and respected
- Personal development, contentment and friendship are promoted
- There are opportunities to develop the social, spiritual, emotional and physical well-being of individuals as the foundation for a fulfilling life
- People are supported to achieve their own aspirations
- Environmental sustainability is practiced and promoted

The Role

Thornage Hall Independent Living Day Service Provision is able to offer a wide range of workshops. Day service users and tenants are able to learn and develop skills they already possess and acquire new skills which will meet the needs of our commissioners and will support everybody to be identified on one of the three Pathways as described by NCC. You will play a key role in the senior management team and take a lead on moving this important project forward.

Our supported living community has almost reached capacity in terms of tenants but our day service provision is entering an exciting period moving out of Covid-19 lockdown, where we will soon be able to see tenants and day service users working and learning together again. We opened a new building in 2019 which has been predominantly used to support day services during these past few months, it will be great to see this space used to its full potential as restrictions ease.

The ideal candidate will provide leadership to the Day Service staff at this exciting time where we will be looking for you to build on our success. You will have a confident management style, knowing when to step in and support your team but also appreciating that your team may also wish to learn and develop.

You will ideally have experience of budget management, commercial awareness and an understanding of the social care sector.



JOB DESCRIPTION

Job Title: Day Service Business Manager
Reports To: Chief Executive Officer
Location: Thornage Hall, Thornage, Holt, Norfolk.
Date Created: July 2021

THORNAGE HALL – CAMPHILL COMMUNITIES EAST ANGLIA

Thornage Hall Independent Living aims to provide a meaningful residential and working environment for its adult members, some of whom have special needs. In addition to a range of work opportunities, social, artistic and therapeutic activities are an integral part of life, where everyone participates to the best of their abilities. The community is situated on the edge of Thornage village in 70 acres of grounds set in the attractive North Norfolk Countryside.

ROLE PURPOSE AND SCOPE

The Day Services Business Manager will provide leadership and management in the Day Service Provision to enable the Charity to meet its objectives within a cost effective, efficient, safe, and enjoyable working environment, maintaining a happy and committed team.

You will oversee the day-to-day performance of our Day Service Provision ensuring all resources are used effectively to maximum impact for all day service users and offers a high standard of working and learning opportunities for all service users which is person centred and inclusive.

You will work closely with the Chief Executive Officer to shape the Day Service Provision to meet the evolving needs of the adults with learning disabilities who attend our provision, engaging with members of the wider Senior Management Team, families, and key stakeholders to promote, grow and develop our service

provision. A significant element of this work will be the Day Service Pathways, negotiating moving onto these seamlessly.

The role is accountable to the Chief Executive Officer and the Board of Trustees. They will lead on a number of policy documents including Health & Safety for the Day Service Provision.

As a key member of the Senior Management Team the Day Service Business Manager will be expected to create a culture of achievement, supporting and coaching staff and day service users to develop and look for ways that Thornage Day Service Provision may continually improve its services and workshop choices for adults with a learning disability living in Norfolk.

You will play a key part in the Admissions Panel where you will work with the Admissions and Compliance Co-ordinator assessing potential new service users wishing to join the Day Service Provision. You will also be expected to support the Service Provision Committee working with families, day service users and tenants to continually review and assess the Day Service Provision.

The role oversees all the workshop leaders, works closely with the Farm Manager and the Market Garden Manager and will be supported by both the Executive Assistant and the Operational Support Officer.

Everyone who works within Thornage Hall needs to have a good understanding of working with vulnerable people. The Day Service Business Manager will need to be DBS checked and training will be given regarding any current regulatory requirements.

ROLE DIMENSIONS

Leadership & Management

- Contribute to the management of organisational change necessary for Thornage Hall to meet its strategic objectives.
- Provide regular and adhoc reports, for both internal and external review, for commissioners, and attend key meetings as and when required. This will include (but is not limited to) the Learning Disability Provider Forum.
- Participate as required in investigations (performance/disciplinary/grievance), and associated appeal hearings, taking on the role of Investigating Officer.
- Work with the Farm Manager and the Market Garden manager to lead the day service provision by staff teams, ensuring that the workshops and activities on offer reflect Thornage Festivals and celebrations.
- Work closely with the Operational Management Team to ensure Thornage Festivals and celebrations are observed across the community.
- Work constructively with the Day Service and housing support services to ensure a seamless service across the organisation.
- Work with internal and external stakeholders to identify and implement day service improvements relating to quality, product range, and opportunities for growth and development.

- Ensure the daily activities and resources for the Day Service Provision are sufficiently staffed, including lunchtime cover, maximising the use of available resources with service user need at the centre of everything we do.
- Work within the parameters of the Day Service Provision budget and related resources to meet demand, operational targets, and financial budgets, reporting on exceptions monthly.
- Develop, maintain and market new and the existing Day Service Provision, identifying external opportunities where our range of products may be marketed to raise awareness of the Charity.
- Develop and maintain constructive working relationships with tenants of Thornage Hall, day service users, their families, and carers.
- Ensure that tenants, day service users, their families and carers are consulted about the development of services and can contribute to running the community and their way of life within it.
- Ensure that services are developed and structured to be responsive in meeting the needs of all tenants through a person-centred approach empowering tenants to work, learn and progress.
- Ensure the ongoing development and sustaining of high standards of work and training provision for all day service users across all activities on offer.
- Provide ongoing review and assessment of the range of activities available enabling the activities of the Day Services to be fully integrated into the life of the community.
- Responsible for driving continual improvement to Day Services provision, through understanding emerging customer needs, change to best practice, statutory policy and supportive technology.

Supporting service users and tenants

- Provide and promote a safe working environment by following all health and safety procedures, ensuring all necessary risk assessments and risk management plans are implemented.
- Ensure and promote the protection of vulnerable adults within the community and follow the Thornage Hall Safeguarding Policy.
- Follow all Thornage Hall policies and procedures and ensure that all necessary paperwork relating to the care and progression of service users is completed and up to date.
- Work with the Admissions and Compliance Co-ordinator to ensure that progress and skills development for all Day Service Users are reviewed and that the outcome of reviews forms part of service user's person centred plans, inform the development of the service and also contribute to external reviews.
- Ensure that service users support, and personal care needs are met as part of the delivery of day services.
- Ensure that services attend to well-being of service users physical, spiritual, cultural and emotional needs.
- Contribute to service users person centred plans and provide emotional and practical support (including help with personal care) to enable them to participate within Day Services.
- Support service users both individually and in groups to maximise their potential and develop their skills within Day Services.

- To contribute (with the workshop leaders) and provide reviews of service user progression in day services.
- Empower service users to be involved in shaping the services and community at Thornage by assisting and encouraging service users to contribute to the running of the community and their way of life within it.
- Encourage service users to maximise their potential and support the achievement of personal goals and aspirations.
- Support service users in their communication/interaction with other people within day services and advocate on their behalf as required.
- Work with other health and social care agencies to meet the needs of service users.

Quality and compliance

- Ensure that all aspects of the Day Service Provision are delivered in compliance with legal requirements (eg. Safeguarding, equality, health and safety, including risk assessment, and data protection) and are in accordance with Thornage Hall Policies and Procedures.
- Develop and maintain Quality assurance frameworks to ensure Day Services comply with all internal and external standards.
- Ensure that Thornage Hall follows best practice and is compliant with government legislation.
- To be responsible for ensuring systems are in place and for monitoring quality and compliance and skill development within Day Services, linking learning to accredited courses as appropriate to each service user.
- To review and audit all service user observation and skill development documentation in accordance with the requirements of the Quality Assurance guidelines as per Norfolk County Council and CQC where appropriate.
- To contribute to the development of policies and procedures, protocols and other documents at Thornage Hall in order to facilitate the delivery of high standards within Day Services.
- To keep up to date with current issues in social care and legislation, ensuring that services are sensitive to the diverse needs of clients according to the Thornage Hall Equal Opportunities and Anti-Discrimination policy.
- To work constructively within a multi-agency environment with other providers of social care, commissioners and funders.
- Ensure the protection of vulnerable adults within the service and that the service is compliant with all safeguarding and mental capacity legislation.

Finances

- In consultation with workshop leaders, work with the Director of Finance & Estates in setting and monitoring budgets for Day Services and reporting on exceptions as they arise.

- Work with the Director of Finance & Estates in ensuring that Thornage Hall receives the funding required to provide the Day Service Provision.
- Ensure that the Day Service Provision operate within the finance policy of Thornage Hall and offers value for money supporting the workshop leaders to source appropriate raw materials for Day Services workshops within budget.
- Work with the Director of Finance & Estates together with the Commissioners to ensure accurate recording of service user's attendance, staffing hours and reporting anomalies for speedy resolution.

General:

- Have a sense of ownership and involvement through a positive contribution to the community at Thornage Hall
- Participate in CPD to maintain up-to-date knowledge of Adults with Learning Disabilities
- Represent the charity at stakeholder meetings/events.
- Undertake all other duties as may be required that are commensurate with your role

BEHAVIOURS:

The CQC has a Code of Conduct which we expect all staff to follow.

SAFE	EFFECTIVE	CARING	RESPONSIVE	WELL LED
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1. Be accountable by making sure you can answer for your acts and omissions
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all time
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support
4. Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers
5. Respect a person's right to confidentiality
6. Strive to improve the quality of healthcare, care and support though continuing professional development
7. Uphold and promote equality, diversity and inclusion

Building on these we have developed a set of expectations that we expect all team members to demonstrate:

Managing self:

- Take care of your own well being
- Manage yourself and your emotions
- Share your knowledge and experience
- Use appropriate language when communicating to others to ensure they understand
- Be decisive
- Be positive – focus on what you can do and why something will/could work
- Actively seek feedback and act on it (where appropriate)
- Know when to step in and do it yourself and when to leave others to have a go
- Be self-aware: know your strengths and development needs and look for ways to develop
- Be visible

STRUCTURE CHART



SAFETY

Health and Safety at Work Act

The jobholder is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to co-ordinate with management in the promotion and maintenance of health and safety measures

SIGNATURES

Jobholder Name

Signature Date

Manager Name

Signature Date

PERSON SPECIFICATION

Job Title: Day Services Business Manager

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	DEMONSTRATED BY
Qualifications	<ul style="list-style-type: none"> • Either a recognised social care qualification (at least level 5) or equivalent, a training qualification ie AET, or experience in a Day Service/other social care environment. 		Application
Experience	<ul style="list-style-type: none"> • Experience of working in a regulated environment, including knowledge of quality assurance frameworks and methods. Understanding and knowledge of key quality frameworks (eg. Training accreditation) • Experience of service development and change management with the ability to produce and track plans and lead people through change. 	<ul style="list-style-type: none"> • Experience of developing new services. • Experience of at least some of the activities in which we provide day services (woodwork, art, textiles, weaving, IT, farm and land, bakery, cooking) • Experience of working with people with dementia 	Application, Interview or exercise

	<ul style="list-style-type: none"> • Experience of managing financial budgets and an understanding of operational income and expenditure. • Experience of supervising/managing staff with strong leadership skills. • Experience of working with vulnerable adults and understanding/experience of relating to adults with learning disabilities • Experience of delivering person centred services 		
Knowledge	<ul style="list-style-type: none"> • Strong knowledge and understanding of confidentiality and GDPR. • Excellent IT skills, including care planning software, Microsoft Office including Word, Excel and Powerpoint. 	<ul style="list-style-type: none"> • Understanding of the responsibilities involved in working with vulnerable people 	Application, Interview or exercise
Skills	<ul style="list-style-type: none"> • Excellent organisational and administrative skills. • Excellent verbal and written communication skills. • Ability to interpret and present data to demonstrate achievement, present to commissioners and to request additional support for service users as required. • Ability to coach and develop staff to promote a culture of performance and achievement. 	<ul style="list-style-type: none"> • Project management 	Application, Interview or exercise

	<ul style="list-style-type: none"> • Ability to deliver presentations at any level, including prospective service users either at Thornage Hall, in schools or other similar environments, in a professional and confident manner. Ability to be creative and innovative • Current UK driving licence and own vehicle. 		
Values and behaviours	<ul style="list-style-type: none"> • A positive, calm, attitude, flexible, resilient and approachable. • Proactive, self-managing, self-motivated and solution focused. • Understanding of issues of equality and diversity. • Engaging, warm and welcoming. • Acts with integrity, honesty and respect for others. • Positively engages with others in helping them to support tenants. • Loyal, diplomatic and confidential. • Sensitive to the Camphill ethos and other diversity issues. • Personal credibility. 	Champions and lives the CQC values	Application, Interview or exercise
Other information	<ul style="list-style-type: none"> • Ability to accommodate the demands of the post through flexible working as required. • Enjoys being hands on and practical when required. 		Application, Interview or exercise

Terms

This is a permanent full time role which will be based at Thornage Hall, near Holt, with occasional travel to events across Norfolk. A car is required for this role and business fuel costs will be covered at HMRC rates.

This role will generally be Monday – Friday, 0830hrs -1630hrs, 37.5 per week with some flexibility to meet the requirements of the role.

The salary range is £29,804-£33,610 p.a. which is Band D on our management scale.

Annual leave is 25 days plus bank holidays. We offer an Employee Assistance Programme, People's Pension Scheme with a generous 5% employer contributions and minimum 3% employee contributions and the opportunity to purchase a range of Biodynamically grown vegetables and Red Poll Beef at discounted rates.

If you are interested in applying we would request that you complete the attached application form and submit this with a covering letter stating why you feel you are suitable applicant.

Please be aware that in line with our commitment to follow safer recruitment guidelines we carry out value based interviews. When completing your application form please consider this under the personal statement section as we will shortlist based on your responses.

All posts offered by Thornage Hall Independent Living are subject to:

- A clear, enhanced Disclosure and Barring Service (DBS) check
- Satisfactory references (from those named as referees in you application)
- Evidence of qualifications
- Evidence of entitlement to work in the UK

Closing date for applications is midnight Sunday 15th August 2021

Interviews will take place w/c 23rd August 2021

