Care Services Manager



JOB ADVERT

Job Title: Care Services Manager (Registered Manager)

Salary: £38,000 - £44,000 per annum

Hours: 37 hours per week. Participation in the on-call rota is required as part of the role, including evening/over-night, weekends, and bank holidays where scheduled.

Contract: Permanent

Location: Coventry-based, with travel across Coventry and Warwickshire. Some hybrid working available.

About Us

Carers Trust Heart of England exists to improve the lives of family carers and the people they care for. We provide information, advice, and a wide range of practical and emotional support to unpaid carers and people with care and support needs. Our work is rooted in compassion, partnership, and a commitment to high-quality, person-centred services.

The Role

Our Regulated Activities and Contract Scope

The Care Services Manager will have responsibility across our regulated and associated services, which currently include:

- Domiciliary care (personal care in people's homes)
- Short Breaks and Emergency Respite (including sleep-in provision)
- Dementia Wraparound Support
- Day Break Day Services (currently unregulated)

We hold contracts and funding arrangements across several commissioners and funders. The postholder will be responsible for ensuring that care and support is delivered in accordance with all relevant contractual and funding requirements, and that any changes to the scope or nature of our services are appropriately reflected in our CQC Statement of Purpose.

The list of services above reflects our current position and is subject to change as contracts, funding and service development evolves.

The Care Services Manager will hold personal CQC accountability for the quality, safety, and compliance of our regulated services. While this is fundamentally a strategic leadership and governance role, our regulated services are currently at an important stage of development. As such, we are looking for someone who is equally comfortable providing visible, hands-on operational delivery when needed.

Initially, the successful candidate will spend time working closely with the day-to-day operation of the service, building strong relationships with Care Support Workers and the people we support, strengthening systems and processes, and ensuring consistently high standards of care.

This is an opportunity to play a key role in embedding best practice and supporting the continued growth and improvement of the service.

As the service develops, the emphasis of the role will increasingly shift towards strategic leadership, quality assurance, governance, service improvement and future development.

What We're Looking For

The successful candidate will be able to recognise what the service needs at any given time and adapt their approach accordingly, remaining visible and involved operationally where appropriate, while driving long-term quality, compliance and continuous improvement.

This role would suit a pragmatic and experienced leader who enjoys building services, supporting teams through periods of development, implementing changes as needed, and creating a strong foundation for sustainable, high-quality care.

What We Offer

- Competitive salary
- Starting annual leave entitlement of 25 days, increasing with service to a maximum of 30 days (and Bank Holidays), plus your 'birtholiday'
- Pension contribution scheme
- Benefits platform offering flexible high street savings and discounts on top brands
- Employee Assistance Programme and wellbeing platform
- Ongoing training and development opportunities
- A supportive, values-led organisation that makes a real difference to carers' lives and the people they care for

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Reporting to: Head of Operations (Deputy CEO)

Line management of: Care Support Workers, Care Coordinator, Field Care Supervisor, Occupational Therapist.

ROLE PURPOSE

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KEY RESPONSIBILITIES

Leading and Managing the Service

- Hold CQC registration and personal accountability for the quality, safety and compliance of all regulated care activities delivered by the organisation.
- Provide day-to-day operational leadership of the care service(s), being genuinely present and accessible to care support workers, coordinators, and senior staff, particularly in the early period of the role.
- Line manages the coordination and care team, providing regular supervision, clear direction, and honest feedback.
- Be willing to get involved in operational problem-solving when needed, covering gaps in coordination, stepping in on complex cases, supporting the team through difficult periods, while also working to build the capacity that, over time, reduces the need for this.
- Build and sustain a team culture where staff feel supported, valued, and clear about what is expected of them.
- Manage performance and conduct fairly and consistently, with appropriate HR support.

Quality, Compliance and Safeguarding

- Ensure the service always operates in compliance with the Health and Social Care Act 2008 and CQC Fundamental Standards.
- Maintain continuous inspection readiness under the CQC Single Assessment Framework, understanding that ratings can be updated at any point, not just following a scheduled visit.
- Act as a named safeguarding lead, recognising, reporting, managing, and recording safeguarding concerns across all regulated services.
- Lead a meaningful quality assurance programme, involving audits, spot checks, care plan reviews, complaint analysis, and use findings to drive improvements.
- Submit CQC notifications accurately and on time and ensure the Statement of Purpose and all governance documentation accurately reflects what the service does.
- Monitor care quality through ECM data, visit records, staff feedback and regular engagement with service users and their families, remaining closely connected to the day-to-day service delivery to identify and address emerging issues before they escalate.
- Ensure care and support delivery across all services remains within the scope of relevant contractual and funding arrangements, and that any changes to the service scope, volume or specification are identified and escalated appropriately.

Care Planning and Service User Relationships

- Ensure every service user has a current, person-centred care plan that reflects their needs, preferences and risks.
- Oversee and contribute to care assessments and reviews, including involvement in complex cases, multi-agency reviews and situations where a senior presence is needed.
- Build and maintain positive relationships with service users, their families, and carers, being accessible, responsive, and honest whether managing concerns or recognising success.
- Ensure that the service user experience and what it actually feels like to be supported by our service is at the centre of how quality is assessed, monitored and improved.

Safe Recruitment, Staffing and Workforce

- Ensure all staff are recruited safely and in line with statutory and regulatory requirements, with appropriate DBS checks, references, right-to-work verification, and safer recruitment processes completed before delivering regulated care.
- Manage all aspects of the Skilled Worker visa sponsorship process, including sponsorship applications, compliance monitoring, record keeping, and reporting requirements in line with Home Office regulations.
- Lead on workforce development, identifying training needs, commissioning training, maintaining records, and ensuring all staff are competent for the care they deliver.
- Ensure a regular and effective programme of one-to-one meetings, supervision, probation reviews and annual appraisals is maintained across the service, addressing performance, development, wellbeing, and any concerns in a timely manner.
- Support, and where appropriate, lead HR processes, including investigations, disciplinary, performance management, grievance, and absence management meetings, working closely with HR to ensure a fair, consistent and legally compliant approach.
- Ensure the on-call and lone working frameworks are in place, understood by all staff and working in practice.
- Participate in the senior management on-call rota, providing advice, support and decision making in response to serious incidents, safeguarding concerns, deaths, and any other urgent operational matters requiring immediate senior attention.
- Participation in a shared on-call rota, including evenings/over-night and weekends, and bank holidays where scheduled.

Working with Senior Leadership

- Work closely with the Head of Operations (Deputy CEO) reporting on service performance, escalating concerns, contributing to strategic decisions, and supporting the organisation's broader development.
- Contribute to commissioner relationships and contract management, including monitoring reporting, quality submissions and attendance at review meetings.
- Play an active part in shaping how the service develops, bringing operational knowledge and professional judgement to decisions about what the service does, how it is structured and where it grows.
- Demonstrate the confidence to communicate honestly, raise difficult issues and challenge constructively in the best interests of the service and the people we support.

Health and Safety

- To operate and maintain safe systems of work in accordance with Carers Trust Heart of England policies, procedures and guidance, training, and associated risk assessments.
- To report to your manager any situations or issues for concern relating to significant foreseeable risks, incidents (including near misses) and / or accidents which give cause for concern in relation to safe systems of work (affecting your own health and safety or that of others affected by your work activities).
- To comply with the Health & Safety at Work Act 1974.

General

- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- To adhere to all policies and procedures and work within the values and ethos of Carers Trust Heart of England.
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- To comply with the Carers Trust Heart of England Code of Conduct.
- To undertake any other duties that may be considered commensurate with the level of the post.

What Success Looks Like

At 6 months:

- The service is stable, safe, and operating to a clear and consistent standard.
- The team knows what is expected of them and feels well led and supported.
- The Care Services Manager has a clear, evidence-based understanding of the service's strengths, risks, and priorities.
- CQC compliance is not a concern — documentation, notifications and processes are in order.

At 12 months:

- Quality systems are working well and generating useful data, not just paperwork.
- The Care Services Manager has begun to step back from day-to-day detail in at least some areas, with the team operating confidently without close supervision.
- Service users and families feel well supported.
- The postholder is actively contributing to how the service develops and what it becomes next.

This job description may be subject to change from time to time, to reflect the changing needs of the organisation.

PERSON SPECIFICATION

Essential	Desirable
Qualifications • Level 5 Diploma in Leadership and Management for Adult Care or actively working toward it with a clear and realistic completion plan. • Enhanced DBS with adults' barred list or willingness to apply immediately. • Full UK driving licence and access to own vehicle.	• Registered professional qualification nurse, social worker, occupational therapist or equivalent. • Specific dementia care qualification. • ILM, CMI or equivalent management qualification
Knowledge • Strong working knowledge of the CQC Single Assessment Framework how evidence is gathered, what quality statements are assessed against, and what continuous inspection readiness means in practice. • Comprehensive knowledge of the Health and Social Care Act 2008 and CQC Fundamental Standards. • Knowledge of safeguarding adults' legislation and local procedures. • Knowledge of the Mental Capacity Act 2005 and how it applies in domiciliary and community care • Working knowledge of Working Time Regulations and how this practically applies to care rotas and on-call arrangements. • Understanding of contractual compliance in a multi-contract or multi-funder care environment, and the implications of changes to service scope or volume.	• Knowledge of NHS continuing healthcare and local authority commissioning frameworks. • Understanding of dementia-specific care approaches and risk management. • Knowledge of the Mencap v Tomlinson-Blake [2021] ruling on sleep-in pay.
Experience • Proven experience as a Registered Manager (or equivalent senior care management role) in a CQC-regulated domiciliary or community care service.	• Experience of achieving or sustaining a Good or Outstanding CQC rating, with honest reflection on

• Experience of being hands-on in a care management role, understanding when direct operational involvement is needed. • Experience of managing safeguarding, making referrals, managing investigations, recording outcomes, and learning from them. • Experience of directly supervising and developing a care team including coordinators, senior carers, and care support workers. • Experience of managing quality across a regulated service, completing audits, spot checks, care plan reviews and complaint handling. • Experience of CQC compliance and notifications, including operating under the Single Assessment Framework. • Experience of managing across multiple service lines or contracts simultaneously, ensuring compliance with each commissioner or funder's specific requirements.	how this was done and maintained. • Experience of managing services for people with dementia, complex needs or across multiple contract types. • Experience of working with more than one commissioner or funder simultaneously. • Experience of contributing to service development, shaping what comes next.
Skills & Abilities • Able to assess service performance, recognise what is working well, identify challenges and confidently communicate these in a clear and constructive way. • Willingness and flexibility to be hands-on when required, and confident enough to step back appropriately as the service develops. • Excellent written communication skills, being able to write clearly, accurately, and professionally for a variety of audiences (CQC, commissioners and families). • Excellent verbal communication skills, being able to speak in a clear, honest, and approachable way with care workers, service users, families, CQC inspectors and senior colleagues. • Strong decision-making skills when under pressure, including in safeguarding, serious incidents and out-of-hours situations. • Competent in care management systems — including rostering, ECM, and digital care planning.	• Ability to contribute to quality and performance data analysis and present findings in a useful way. • Experience of working with or alongside occupational therapists or other Allied Health Professionals in a care planning context.

Personal Qualities	
• Shows the self-awareness, honesty and professional courage to recognise what is working, what is not, and what needs to change. • Demonstrates resilience and calm judgement, remaining focused and clear when faced with challenging or complex situations or organisational difficulties. • A caring and compassionate leader with a genuine commitment to making a positive difference to the people we support. • Accountable and takes ownership of outcomes. • Adaptable and confident working at different levels, recognising when to move between strategic thinking to operational problem-solving. • Collaborative and approachable, with the ability to build positive working relationships and work effectively with people at all levels of the organisation. • Curious and improvement-focused, with a willingness to ask questions, explore new approaches and learn from experience.	• A connection to the mission of supporting unpaid carers and the people they care for whether through lived experience, professional background, or sustained commitment. • Enthusiasm and commitment in contributing to the development of the service.