

Highland Home Carers - Application Pack

Thank you for your interest in Highland Home Carers and the Service Manager (Registered) role.

This application pack includes:

1. Information on Highland Home Carers
2. Job Description and Person Specification
3. The Service
4. Terms and Conditions
5. Details on the selection process and how to apply



SECTION 1: Highland Home Carers

Who We Are

We were founded in 1994. Since then, we have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ around 400 staff and have a financial turnover of over £8 million. Our company has been owned by our employees since 2004. The business is overseen by a board which is made up of four executive directors and three elected employee directors.

Our Mission

As an Employee-Owned organisation, we each and all have a personal commitment, and are driven, to provide flexible, high quality care and support, promoting people's independence.

Our Vision

Highland Home Carers aims to be Scotland's leading social care organisation, improving the lives of people that we support, their families / carers, and communities.

Our Core Values

- Excellence
- Responsibility
- Respect
- Integrity
- Compassion
- Collaboration

Employee Ownership

We are Scotland's largest employee-owned business.

Employee-owned businesses are totally or largely owned by their employees. The economic contribution of employee ownership to the UK economy is significant and is growing. Employee ownership delivers 4% of the UK's GDP each year.

Research shows that employee-owned businesses achieve higher productivity and greater levels of innovation and are more resilient to economic turbulence. They also have more engaged, more fulfilled and less stressed workforces.

We are regulated by the Care Inspectorate and currently have a Grade 4 & 5 ratings, but we aspire to achieving Grade 6 in all areas.

Further information can be found on our website: <http://highland-home-carers.co.uk/>

Our Services

We provide a range of services for older and vulnerable adults in Inverness and across the Highlands. This includes:

- Care at Home
- Support Work
- Housing Support
- Supported Living Services

SECTION 2: Job Description and Person Specification

The role of Service Manager (Registered) is a crucial one in relation to the future of Highland Home Carers. The key qualities and experience we are looking for are detailed in the Job Description and Person Specification which is attached.

SECTION 3: The Service

This role will manage the South Highland Service within Highland Home Carers providing Care at Home and Housing Support services to vulnerable people within their own homes. This is a large service covering Inverness, Beauly, Nairn, and Badenoch & Strathspey. This service has an operational team of 14 working across three offices based in Inverness, Nairn and Aviemore. There are approx. 110 Care and Support Practitioners supporting approx. 260 people in their communities. This role will also be responsible for overseeing our Enhanced Responder Service (ERS) which we deliver in collaboration with three other local providers.

SECTION 4: Terms and Conditions

Salary will be £40,500 per annum. We also offer a contributory pension scheme and the benefits associated with an employee-owned organisation that includes share distribution and profit share payments.

We offer 6.2 weeks holiday each year and a company sick pay scheme.

We support all employees by providing free and confidential access to an Employee Assistance Programme run for us by Validium.

The role is primarily located at Highland Home Carers office in Inverness, although there are also small sub-offices in Nairn and Aviemore. You may be required at times to attend meetings and work from other locations.

SECTION 5: Details on How to Apply

To apply, please submit your CV, together with a covering letter outlining why you are interested in the role and how you meet the person specification (1000 words maximum).

Please include the names of 2 referees (they will not be contacted without your permission) Applications should be sent to hr@highlandhomecarers.co.uk by 12 noon on Thursday 11th November 2021.

If you do not have an up-to-date CV, an online application form can be completed by visiting www.hhc-careers.co.uk

Selection Process

Shortlisting is scheduled to be completed on Friday 12th November 2021.

Stage I Interviews will take place on 17th & 18th November 2021 in Inverness.

Further details about the process will be provided to candidates who are short listed. Applicants will be asked to provide evidence of their eligibility to work in the UK.

Further Information

Further information can be provided by contacting the HR Team on 01463 241196 or email HR@highlandhomecarers.co.uk