

# Recruitment pack

## Area Manager

Highland (Easter Ross/Muir of Ord)



Learn more and watch some amazing films at [key.org.uk/careers](https://www.key.org.uk/careers)



“  
Helping individuals to  
live as full a life as  
possible and knowing I  
can make a difference to  
that person’s life for the  
better”

# Welcome

Thank you for taking the time to explore this exciting opportunity within Key.

This is a truly amazing role, and you will join and lead a team, as registered manager, that ensures we make every day matter for the people we support.

The support we deliver provide enabling disabled people to live full and active lives is why we exist and what motivates us every day.

It can also be a challenging role, and you will be supported by an Operational Manager and a wider group of leadership colleagues.

If you're ready for an amazing challenge, then we would love to hear from you!

**If you would like to find out more, please contact, Glenn Harrold on [glenn.harrold@key.org.uk](mailto:glenn.harrold@key.org.uk) to arrange an informal discussion.**





## Introducing Key & Community lifestyles

At Key and Community Lifestyles, we provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable each person to lead full, active lives in their own homes and communities.

The people we support have significantly varying life experiences and needs and range from young people still at school through to people in their 90s. Key is also a specialist Registered Social Landlord (RSL) providing over 700 homes specially designed for disabled people and those with long term support needs.

Key is committed to developing high quality, flexible services which support people with a range of disabilities and complex needs to enjoy life to the full as active citizens within their communities.

## Participation & TAG

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones. We hold true to these original values today.

The inclusion of people we support is fundamental and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.

For more information on TAG:

[The Advisory Group - Welcome To TAG](#)



## Introducing Key & Community lifestyles

Our workforce is compassionate, talented, and committed to providing high quality, personalised support so that people can live full, active lives in their own homes and communities.

Respect for the fundamental dignity of each and every person, regardless of the level of support they require, lies at the heart of our organisation, as do the principles of choice, control, participation, and inclusion.

Our services in Easter Ross and Muir of Ord are commissioned by NHS Highland and we have been part of these communities for over 30 years, supporting people lead their best lives.



**2,000**  
disabled people supported



**17**  
Local authorities



**700+** homes



Over **2,000** staff



**500**  
people on staff relief register



**68,000**  
support hours every week



**1,000**  
people supported with  
personal budgets



**74%**  
of our workforce are female

## About the role

We are excited to be recruiting to this full-time Area Manager position, which is a crucial leadership role, and registered manager for our services in area, and is part of our senior management team in Highland.

We are seeking a highly motivated, confident, and enthusiastic individual for this role, with excellent leadership qualities and a commitment to personalised support that helps people lead their best lives.

Reporting to our Operational Manager, you will work closely with them to manage and develop high quality, individualised support services within your designated area.

We currently employ 91 staff, providing support to 45 amazing people and this post will help us develop and grow our services across the area.

As Area Manager you will:

1. Work with people we support, their families and local support teams to design, develop and deliver flexible person-centred support services that enable people to live fulfilling lives.
2. Provide leadership and line management support to local managers and their teams so that our support services are consistently co-produced, and outcome focused.
3. Co-ordinate and assist in the delivery of Key's staff training and development programme.
4. Work in partnership with NHS Highland and other local stakeholders to develop new support initiatives that meet both individual and locality requirements and are responsive to changing need.

**Now is an exciting time to be part of the people we supports' lives, and to join our team, so we really want to hear from you!**



# Job description

## Some of the detailed responsibilities include:

### Management:

1. Provide leadership, support and line management to local managers working within geographically defined areas.
2. Provide consultation, advice and direct support to Local Managers and their teams as required. This will include an element of out of hours support.
3. Maintain and monitor high standards of professional operational practice within Key and undertake quality monitoring and quality improvement processes.
4. Ensure effective liaison with central support functions within Key (i.e. Finance, HR, Staff Development, IT, Housing) in relation to all service management activity.
5. Liaise with NHS Highland and other relevant agencies on matters relating to support and service management.

### Service Development:

1. Actively liaise with individuals, families, and community user groups to ascertain local requirements and where appropriate, design and develop outcome-based service proposals to meet these needs.
2. Develop highly personalised support services that meet the desired outcomes of people we support and ensure that individuals and their families are involved as much as possible in the service design and staff recruitment processes.
3. Ensure effective liaison with other sections within Key in relation to all development activity.

### Staff Development:

1. In conjunction with Key's Staff Development Team and other senior managers in the area, co-ordinate the provision of Key's staff development programme for services in the North of Scotland.
2. Deliver induction and other short courses as required to worker teams throughout the area. This will include delivering personalised training to assist teams to meet the specific support requirements of people they support.
3. Assist people supported by Key to be involved in the design and delivery of training.
4. Work with people we support, their families and other stakeholders in an outcome focused way to promote inclusion and a learning culture within and across Key's services.

### General:

1. Represent Key at community events, conferences, seminars and other forums as required to maintain the positive profile of the organisation and explore new opportunities to deliver support in both established and new locations.
2. Establish good links with Care Inspectorate staff in relation to registration and inspection of services. This includes acting as the registered 'Branch Manager'.
3. Work alongside and support the Regional TAG, our advisory forum, in conjunction with other senior managers to ensure that all Key's activities benefit from the perspective of people who use Key's services.
4. Maintain the level of professional development required for any necessary professional registration, including the SSSC.

# Person specification

**We are seeking someone who has significant experience in leading social care services. You will love supporting people in their own homes and communities, and be confident and experienced in leading, managing, and inspiring teams.**

You will also:

Demonstrate a commitment to individuals, enabling each person to live a fulfilled life and achieve their dreams and aspirations with a clear focus on outcomes.

Hold a level 7 practitioner qualification to meet the Care Inspectorate requirements and also hold or be committed to undertake a relevant SSSC qualification.

Work collaboratively with a range of stakeholders, including family carers and other professionals and have excellent communication skills.

Keep teams positive and support people through their more difficult times.

Work positively and flexibly as part of a busy management team, leading, prioritising and delegating effectively.

Have well honed personal and professional skills to operate operationally and strategically.

Have excellent organisational skills and an ability to maintain and develop relationships, systems, and processes relevant to the role.



## What you'll receive

- Full time (35 hours per week), permanent role
- Salary - £49,719 - £53,398 (pay award pending)
- Essential car user allowance
- Annual leave - 33 days plus five public holidays per year
- Defined contribution pension
- Occupational Sick Pay
- Employee Assistance Programme free confidential counselling, advice, and support
- Cycle to Work Scheme
- Free access to Occupational Health Support
- Credit Union Membership
- Blue Light discounts and savings

## What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

95%  
of staff survey  
respondents said  
they were proud to  
work for us

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation.

“ Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”

“ Feeling that I am valued and able to make a difference in people's lives.”

“ Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”

“ I love doing my job and the network of people who we support every day.”





## How to apply

If you think this is the job for you, and you've got the knowledge, skills, and passion we are looking for then please complete our **Application Form** and **Personal Profile** [here](#) .

The **Personal Profile** will be shared with people we support who will be actively involved in the recruitment process.

As a Disability Confident Employer, we very much welcome applications from disabled people. We do not request information about specific health conditions or impairments at this point in the recruitment process.

However, we commit to interview all disabled applicants who meet the minimum criteria for this role. The Equality Act (2010) indicates that: A disabled person is defined as someone with a physical or mental impairment that has a 'substantial' and 'long-term' effect on their ability to do normal daily activities.

If you are a disabled person and wish to inform us of this so that we can fulfil this commitment to you, please indicate this in your email when you submit your application.

**The closing date is 14<sup>th</sup> July 2024.**





## What to expect at an interview

We believe that people we support should be involved in all aspects of our work, including the recruitment of those that work for us.

Our selection process has been designed to ensure that there is the opportunity for you to share your skills and experience with a panel of people we support to ensure that we have a position of shared decision making in all that we do.

We expect interviews to take place in **Inverness in August 2024.**