



general manager Gloucestershire Communities

Candidate brief - November 2019

A LIFE OF OPPORTUNITY
EST.1954



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Welcome letter

Dear Applicant

Camphill Village Trust is pleased to advertise a rare opportunity to become a full time General Manager based in the Forest of Dean, Gloucestershire. This post will oversee two communities (Oaklands Park and Grange Village) and one smaller outreach community support service; all three are within a few miles of each other.

The overall service supports around 90 people with a learning disability and provides approximately 1,800 commissioned hours of care and support per week.

Both communities are in rural settings and are close to the village of Newnham on Severn. Our outreach service is based in the nearby village of Lydney. The communities are in beautiful settings, with gardens and farm land totalling circa 200 acres. Both housing and day opportunities facilities are contained within the communities.

We're proud to host lots of events within our communities from communal lunches, village gatherings and activities that promote and support people to be as independent as they can be. We place a strong emphasis on supporting each other and accessing the wider community.

The communities offer a wide range of day opportunities, which are available to people we support and also those living in the local community. They allow people to engage in meaningful activities which promote development and independence. As well as day opportunities within the Gloucestershire Communities, we also have a range of day opportunities at nearby Taurus Crafts, which is also part of Camphill Village Trust's estate.

The Gloucestershire Communities were recently inspected by CQC and maintained their overall 'Good' rating. The service is registered as Oaklands Park Domiciliary Service and you can read the report [here](#). Our internal quality team is continuously striving to make improvements to drive up quality standards for the people we support. Two of our other communities recently received 'Outstanding' in the responsiveness standard and our ambition is for all of our communities to join them and then move forward to achieve an overall 'Outstanding' rating.

If this sounds exciting to you, and you have the skills, experience and passion to help us achieve our ambitious vision, we look forward to hearing from you.

Yours sincerely



Janine Moorcroft
Director of Care and Support



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About us

Camphill Village Trust is a leading, long established and progressive UK charity supporting adults with learning and other disabilities to lead a life of opportunity.

We encourage, enable and support over 500 people across a range of housing and support models and through our 10 urban and rural communities and services, all of which are rated 'good' or 'outstanding' with CQC.

We have one bespoke residential service providing accommodation with care to people with complex needs, but our present support is principally provided through a wide spectrum of supported living at home environments that provide the people we support with individual tenant status. Some are shared homes with 24-hour support, whilst others increasingly support semi-independent and fully independent living.

Our Shared Lives support service is establishing supportive links between Shared Lives homes in the wider community and present Camphill Village Trust resources; which we believe will enable people with greater and more complex support needs to be supported within the Shared Lives model.

The introduction of a more person-centred and outcome-based focus to our enterprise activities and day support model has led to major growth in the number of people we now support during the day across a wide range of

land-based, food production, craft and customer service functions that provide therapeutic learning plus supported and full employment opportunities.

We run cafés, shops and art therapy studios; bake great bread and make award-winning cheese; create and sell wonderful crafts; get involved in pop-up markets; support urban community allotments and gardens; lead the UK with Care Farming projects and so much more. The people we support are at the heart of these activities.

Our direction and future is increasingly being informed and directed by the people we support through a range of co-production initiatives and projects that are still developing and evolving - and we see the growth of this co-productive approach as a bedrock of our future culture.

We retain a strong belief that everyone needs purpose in their lives, and Camphill Village Trust continues to enable people to have meaningful opportunities to contribute in society on an equal basis - and to have that contribution recognised and appreciated. Enabling people to become "world citizens" and to grow physically, emotionally and spiritually in a contemporary context is challenging, especially with competing resources, but this remains a core commitment at Camphill Village Trust.



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Working at Camphill Village Trust

We want our employees to enjoy what they do, which is why we are looking to recruit great people to make our communities a great place to live for the people that we support and a great place to work for our employees.

Over 600 people work across the charity in a range of roles, both within our communities and central functions. We also encourage and provide volunteer opportunities.

As you would expect most of our colleagues are involved in care and support roles, but we also have colleagues involved in our enterprise, finance, HR, fundraising, IT, administrative and management functions.

In addition to being part of the local community teams, we come together for workshops, meetings and training, have an Employee Forum with representatives from across the charity, monthly briefing updates and an employee assistance programme.

We are presently signing up as a Disability Confident Employer, which means we're committed to ensuring our recruitment and staffing policies are inclusive and accessible.



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Our communities and services

Our support and services are presently organised within three broad geographical regions:

North:

- Botton Village
Whitby, North Yorkshire
- Larchfield Community
Hemlington, Middlesbrough
- Croft Community
Old Malton, North Yorkshire

South west / central:

- Oaklands Park
Gloucestershire
- Grange Village
Gloucestershire
- Taurus Crafts
Old Lydney, Gloucestershire
- Stourbridge
West Midlands
- Shared Lives

South east:

- St Albans Community
St Albans, Hertfordshire
- Delrow Community
Aldenham, Hertfordshire

- 
- 1 Larchfield Community
 - 2 Botton Village
 - 3 Croft Community
 - 4 Stourbridge
 - 5 Oaklands Park
 - 6 Taurus Crafts
 - 7 Grange Village
 - 8 St Albans Community
 - 9 Delrow Community
 - 10 Shared Lives

Camphill Village Trust does not have a Head Office. Instead our central team functions are located within our communities. Our fundraising and marketing team is based at Botton Village, on the North York Moors.

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Our vision

To see more people with learning and other disabilities lead a life of opportunity.



Our mission

To empower the people we support to lead more connected, fulfilled lives and make informed life choices.

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Camphill Village Trust values

Camphill Village Trust was established in 1954 to provide support to adults with learning disabilities, inspired by the philosophy of Rudolf Steiner. In 2018, our charity continues to support adults with learning disabilities, applying our core values to modern social care, in a way which is relevant to people with learning disabilities and social care commissioners, today.

Below are the core values that will guide us through the next five years:



Building connections

Camphill Village Trust offers a sense of belonging and community. That means we create opportunities for friendship, connecting people to build a community so they can feel valued rather than isolated.



Enabling potential

Camphill Village Trust enables people to develop, grow and be heard. This means we build confidence and the voice of the people we support informs what we do, at every level.



Promoting purpose

Camphill Village Trust promotes meaningful, healthy living. This means the people we support live an active life and can contribute to the wider community on an equal basis.



Environmental respect

Camphill Village Trust values and cares for the environment. This means that we see a connection between the environment we live in and our well-being and promote living sustainably, in harmony with the natural world.



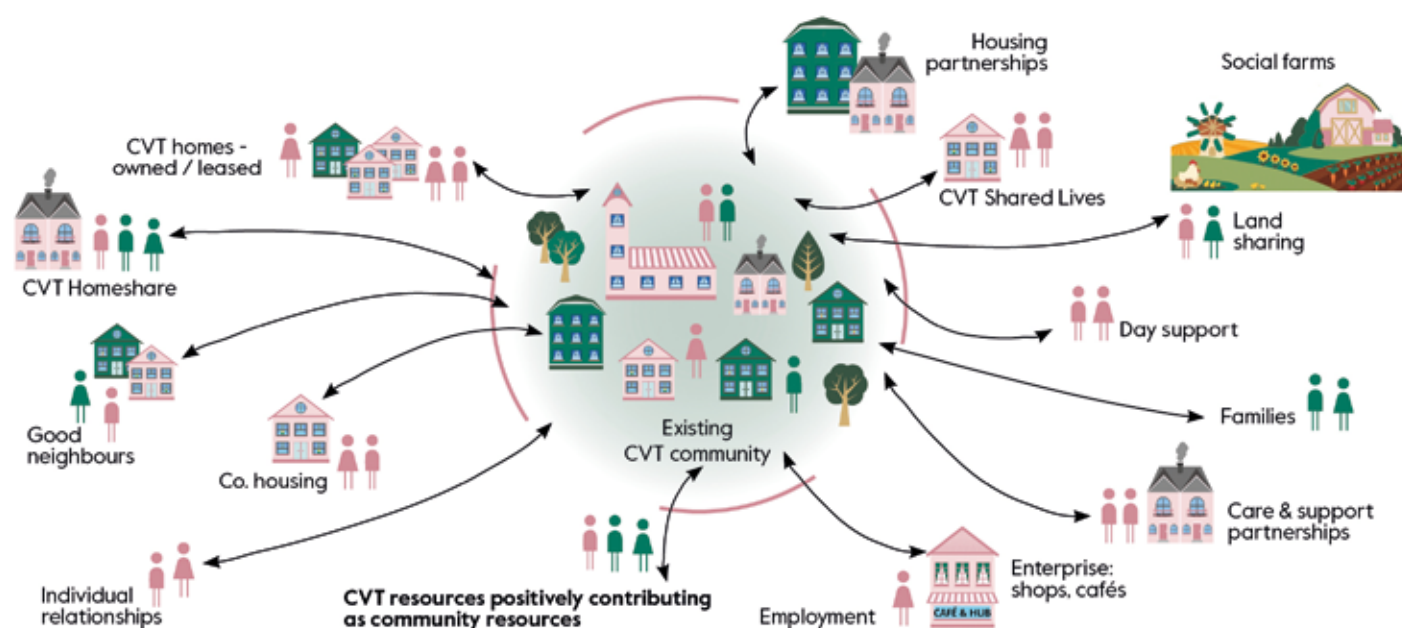
Social impact

Camphill Village Trust believes our people and resources should make a positive contribution to society. This means we support and develop initiatives to challenge issues faced by vulnerable members of society, which enable the people we support to achieve greater integration into the wider community.

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Camphill Village Trust community model



Strategic ambitions

In the spring of this year, the charity revised its three year strategy which has a focus around three main themes: to improve the quality and consistency of our care and support to those we presently support; to support more people with Autism and more complex needs; and to ensure all our care and support is integrated within the wider communities. The role is responsible for driving up quality standards and building on the good practice which is already in place across the charity.

The successful candidate will be instrumental in driving forward the aims and objectives set out within the strategy and will have the opportunity to be creative around growth opportunities whilst ensuring that the service provided continues to be safe and continues to strive for excellence.

The strategy focuses on enabling people to live a 'life of opportunity'. The charity has a co-productive approach to ensure full involvement of every person we support and their families.

We employ a co-production specialist to cover the services we provide in Gloucestershire. Their role is to work with individuals and groups, encouraging them to come up with their own solutions and formulate these into co-produced plans. This empowers people to take more responsibility for achieving positive outcomes and reduces dependency on services or professionals. We not only encourage people to think co-productively for their own benefit, but also consider what skills they can bring to developing projects that will have a wider benefit for the whole community.

When supporting people to make choices and direct their own lives, we recognise the importance of developing information in different formats. Within the Gloucestershire communities, there is a group of people with disabilities who are supported to do this for the whole charity. Known as the GOT IT group, they have also been involved in co-designing a digital platform called CVT Connect. This enables people across the charity to connect, share ideas, inspiration and keep informed.

With a refreshed strategy and vision and ambition for growth, enterprise and new business we believe this is an exciting time to join our charity.

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Role description

Location: Gloucestershire Communities
Reports to: Director of Care and Support
Management of: Management Team
Management level: Senior Manager

Overview

Camphill Village Trust is excited to advertise a rare opportunity to become part of the management team as General Manager overseeing our Gloucestershire Communities namely: Oaklands Park, Grange Village and Lydney Community Support Services.

This post is responsible for the delivery of the care and support to around 90 people with learning and other disabilities across the region, supported by two Care and Support Managers, one holding the Registered Managers status.

We are looking for an enthusiastic, forward-thinking leader and manager who has experience in the sector, with a track record of successfully delivering high quality services. It is important that the successful person has experience of change management to enable the progressive change in line with the strategic direction of the Trust.

This role will be an integral part of the General Managers' team and will be required to engage in new and upcoming projects to drive up quality standards and contribute to Camphill Village Trust's bold strategy and vision, which will ensure that we focus on reaching out to more people, build new connections and remain sustainable within the current internal and external financial context.

Job purpose

- To work towards ensuring the people we support have a life of opportunity and are fully involved in the direction of their lives
- To hold overall responsibility for the regional Gloucestershire communities in respect to Care and Support and the wider estate including liaising with the relevant colleagues around land, farm / gardens and property
- To report regularly to the Director of Care and Support on the functioning of Gloucestershire communities and developments within the social care sector locally and make proposals for the future direction and development of the communities
- To deliver against the strategy set by the Senior Management Team and Trustees
- To undertake planned approaches with key stakeholders and building positive relationships with surrounding local authorities to enable an understanding of local commissioning intentions, service model developments and opportunities for Camphill Village Trust
- To ensure that operational budgets are efficiently managed and reported on a regular basis including providing monthly updates to appropriate managers
- To be accountable and responsible for driving financial improvements through collaborative working with the finance team and proactive engagement with stakeholders to ensure appropriate income is generated
- To support local managers to bring new ideas and proposals forward for consideration and approval with close links to the communications and marketing team to promote the community
- To lead and work collaboratively with the management team and involving people we support and employees as appropriate
- To promote and support the Co-production initiatives for the people we support and other local initiatives including working with families and carers in a holistic way

Role description

Main accountabilities

- Promote the charity's vision, mission and values ensuring they are realised in all activities and services
- Manage and control the work and resources of the Gloucester communities in accordance with the strategic direction and policies and procedures
- Ensure objectives and plans are consulted upon and agreed as appropriate to ensure requirements of the senior management team, Board of Trustees and other committee meetings are fulfilled
- Provide information to the senior management team on the strategic direction for service offerings and developing the portfolio of services and projects that contribute to the charity's strategic plan
- In conjunction with senior management team lead on identifying and managing any tender opportunities across the region
- Ensure that services provided maintain and enhance the charity's reputation locally, with families, funders and other stakeholders
- Lead by example in relation to adhering to required standards associated with legal, regulatory and organisational requirements

Working with people

- Build effective working relationships with all local authorities, CQC and other inspection bodies, families and other stakeholders that inform and drive the services
- Manage effective external working relationships with stakeholders and liaise on behalf of the charity as appropriate ensuring the reputation of the organisation is maintained
- Work collaboratively with colleagues in other communities and centrally to improve service effectiveness, achieve targets and standards
- Attend, support and contribute to charity's meetings and affiliated organisations and participate in relevant local network meetings
- Work with the marketing team to help raise the profile of the charity and communities within the region
- Recruit, induct, develop and manage the performance of colleagues to ensure a cohesive, high performing team, providing a consistent service whilst achieving performance targets and service standards
- Ensure the people we support are involved in shaping the service and its offering and their own care and support provision

Using resources

- Complete and submit timely, accurate key performance indicators for presentation at Quality Committee and to inform priority activity to ensure targets are achieved
- Prepare an annual budget; seek its approval; make sure appropriate financial controls are in operation; monitor and report on financial performance so that budgetary targets are met, revenue flows maximised and fixed costs appropriately controlled
- Work with the Director of Operations on the set up and management of contracts and agreements for services including for fire safety, vehicles, land and property use and the charity wide property reactive maintenance and Biomass contracts
- Evidence value for money and regularly evaluate alternative ways of working to deliver sustained efficiency savings where possible
- Ensure effective arrangements are in place for business contingency as per contracting and agreements

Role description

Achieving results

- Oversee the delivery and monitoring of the operational plans that meet performance standards and drive forward service and quality improvements
- Ensure the delivery of high-quality services ensuring compliance with contractual and regulatory frameworks
- Manage and monitor performance and risk ensuring compliance with quality standards, contractual and organisational performance targets
- Lead, develop and manage the performance of teams so that they function as a cohesive, high performing team which achieves targets and standards and continuous improvement in service performance
- Achieve consistently high satisfaction levels for people we support and families using feedback and insight
- Ensure that the charity's equality and diversity policy is implemented in respect of both employment and service delivery
- Ensure compliance in respect of fire and health and safety across the community and in all activities
- Ensure learning from complaints and people we support feedback is shared and where necessary action taken

Facilitating change

- Foster innovation that leads to improved services
- Contribute to projects and determining, implementation and embedding change
- Propose options for change that could provide benefits to people we support and improve services

Managing self and personal skills

- Perform other duties as may be reasonably required by your line manager
- Manage your own continual professional development utilising available learning resources and opportunities and own personal networks
- Agree to conduct yourself in line with the general standards of conduct and behaviour as detailed in the Code of Conduct which includes awareness of risk, health and safety at work, data protection / GDPR and embracing the cultural diversity of all colleagues and people we support
- Demonstrate flexibility regarding working patterns

Person specification

Qualifications

Essential

- Good general education - degree level or equivalent
- Relevant Management qualification (at least NVQ4 level)

Desirable

- Professional qualification - nursing or social care

Person specification

Professional knowledge and experience

Essential

- Knowledge of the learning disabilities and social care sector with at least 3 years experience in a senior management post
- A minimum of 5 years in a management capacity, i.e. Registered manager or oversight of support living environment / number of homes
- Strong organisational and interpersonal skills
- Excellent communication skills
- Experience of preparing and managing budgets and monitoring expenditure
- Excellent IT skills - good working knowledge of Microsoft packages

Personal aptitude and competencies

Essential

- Innovative, creative and practical
- Ability to work to deadlines on several projects
- Self-motivated
- Calm, professional, organised and able to work under pressure
- Team player who can provide a supporting role to the wider management team
- Personable, presentable and articulate
- Dedicated and enthusiastic - keen to learn and keen to share ideas
- Ability to work to budgets
- Business planning and development, change management, monitoring and improving performance, reporting writing and presentations, budgeting and financial monitoring and control
- Collaboration, consultation and involvement skills
- Good working knowledge of social care sector including supporting people
- Excellent interpersonal skills: rapport building, active listening
- Sound judgement: able to identify relevant information and make good decisions
- Planning and organisation: able to identify, plan and implement appropriate courses of action for self and others to accomplish an objective
- Delegation: able to use people and other resources available through effective allocation of decision-making authority and responsibility

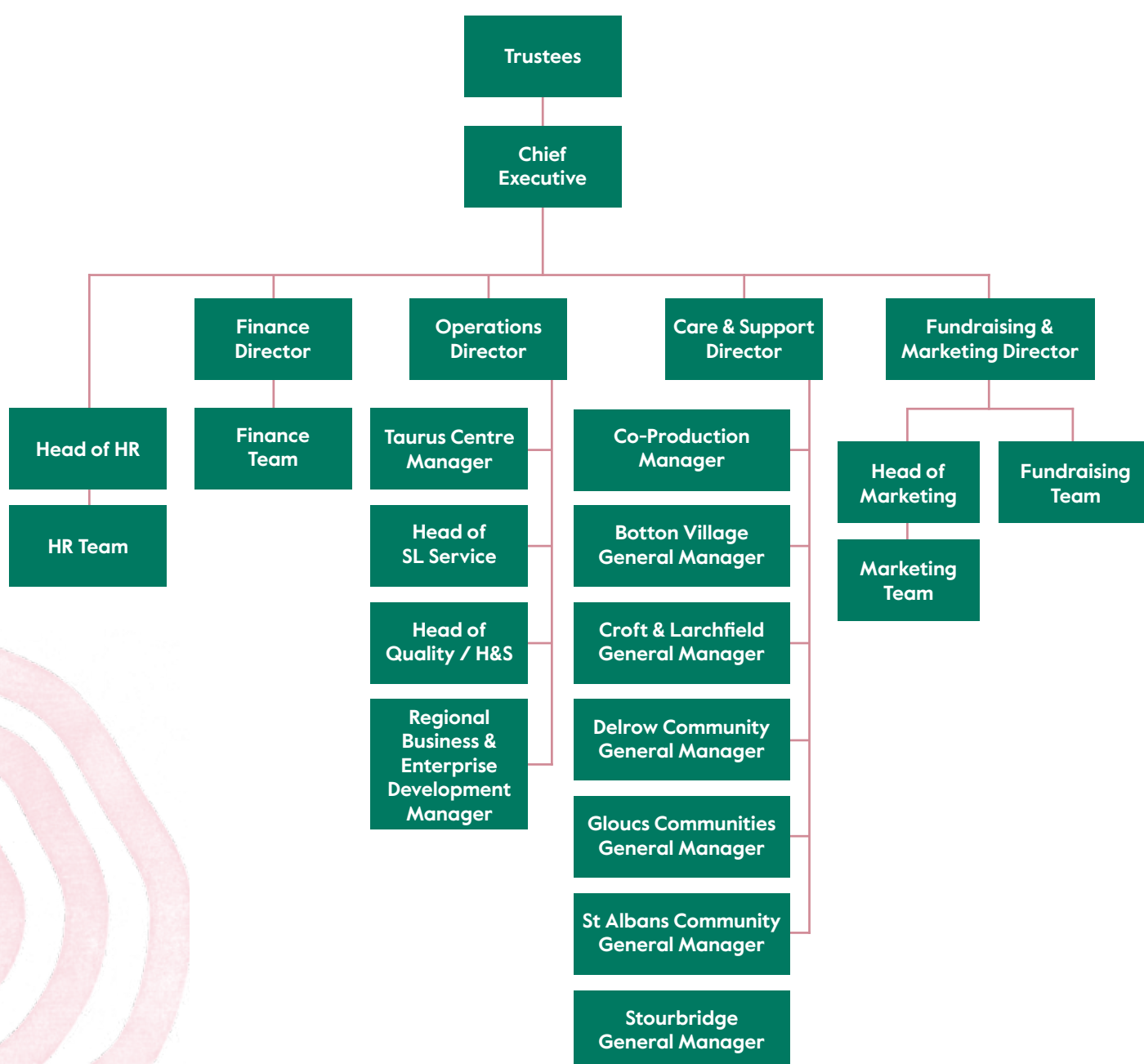
Other

- Supportive of underlying Camphill values
- Satisfactory enhanced disclosure
- Available for some evening and weekend working
- Full driving licence with access to a car with willingness to travel to other parts of the country as and when required

Key employment terms

- The salary will be circa £50,000 depending on experience
- Weekly hours 37.5
- 3% contribution to a stakeholder pension
- Holiday entitlement is 6.6 weeks (including public holidays) - with an additional 2 days after 2 years
- Sick pay entitlement is 4 weeks after 1 month, increasing to 8 weeks after 3 years, 12 weeks after 5 years
- The appointment is subject to a 6-month review period, which may be subject to extension
- To successfully complete your review period you will be expected, amongst other aspects of your job, to be able to evidence you are able to apply your learning and meet objectives in line with the strategy
- The notice period is 12 weeks

Camphill Village Trust Structure Chart



How to Apply

For further information about Camphill Village Trust, our services and communities, please see the website www.camphillvillagetrust.org.uk

A copy of our annual report with further information about our communities, initiatives, quality, impact and a financial review can be found here: [Annual Report 2019](#)

In order to apply, click [here](#)

Timetable

Closing date for applications: Monday 16th December at 12:00 noon

Successful applicants informed: Thursday 19th December

Interview with people we support and formal interview with Director of Care and Support, Director of Operations and Interim Gloucestershire General Manager: Monday 6th or Tuesday 7th January 2020

To arrange an informal conversation about this role please contact Janine Moorcroft, Director of Care and Support on janine.moorcroft@cvt.org.uk



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