

Langley Trust

Appointment of Registered Care Manager  
for the House of St Martin

January 2024

Reference: FBMGA



# An introduction from Tracy

Dear Applicant,

We are delighted that you are interested in joining Langley Trust. This is a key position managing our biggest facility, House of St Martin, a registered care home for 31 male residents.

Langley Trust is an innovative Christian charity, providing specialist housing, registered complex care services, programmes and support services in the community and targeted advice in prisons, for people with convictions. Established 65 years ago, Langley Trust is now a dynamic £18m organisation, working directly with 1174 clients across our full range of services in 2022-23. We have earned an enviable reputation for reducing reoffending with proven results, working with some of the most marginalised people in society.

Langley's vision is of a society where no-one is unfairly disadvantaged or excluded because of their past. We believe that everyone deserves another chance, and to have a safe space to call home, a place to flourish and an opportunity to experience transformation in broken lives. We are a values-driven organisation and work in a Christ-like way with all our people – clients, staff and volunteers alike. We welcome those of all faiths and none.

We are seeking to recruit a committed Christian whose character matches our values. The person we seek will be an experienced manager who has worked in the care, criminal justice or supported housing sectors. People management skills will be key, alongside the ability to manage a significant budget, to ensure the delivery of care to the standards required.

I would like to conclude by thanking you for your interest and pray God will guide you in your future steps.

Tracy



# House of St Martin

House of St. Martin is a well-established, complex needs care home in Taunton, Somerset. It offers 31 bedrooms, 13 of which are fully accessible wheelchair-friendly rooms with ensuite wet rooms. It is a registered care home for men coming from prison or secure hospitals with multiple needs, including substance misuse, mental health issues or a learning disability. It is particularly suited for men who require disabled access.

## Key Features

- Wheelchair accessible rooms
- Full board & self-catering rooms available
- Ensuite rooms available (including wet rooms)
- 24-hour staffing
- Support for individuals with health care needs (including a clinical team comprising of a psychologist and careers)
- Extensive grounds with two courtyards





The largest of Langley Trust's homes with an annual turnover of £2.25 million, House of St Martin has been a care home for 7 years, with the ambition to progress each client to enable improvement in their day-to-day lives, help them not to re-offend and ideally move on to a life of greater independence. With 27 current residents, our clients are ex-offenders with complex needs relating to both mental health and/or mobility issues. Clients are referred through a range of routes, such as the Probation Service, care services and secure units.

A large staff team operates on the premises, including three care team leaders, around 16 project managers, night workers, cooks and several psychologists who assess and support clients. There is also an Activities Coordinator who provides a range of recreational activities to clients. Two Deputy Care Managers report directly into the Care Manager, one a care specialist and one a forensic specialist, and the management team liaise with an array of stakeholders including external care teams, the NHS, the Police and Probation Services.

Following a CQC inspection in May 2021, we have worked closely with the Local Authority to improve our training compliance. We embarked on a sustained recruitment campaign and successfully recruited to around 80% of our own staff across many roles. We have been praised by the Local Authority safeguarding lead on the positive manner of our engagement with them. We have worked with many different funders from care teams. We also work very closely with the local Police and Probation Service. Our provision has a referrals waiting list, indicating confidence in the service we offer. We have received a 5-star rating for a food hygiene inspection and in 2022 the House of St Martin Management Team won an internal Langley Trust award for the progress made at the service.



# About Langley Trust

Langley Trust is a dynamic Christian Charity, built on a strong legacy of providing housing, registered complex care services and support to some of the most marginalised groups in our society, namely people with convictions. Langley Trust's vision is of a crime-free society where no-one is unfairly disadvantaged or excluded because of their past. We believe that everyone deserves a second chance and are privileged to be part of our clients' transformation journey, offering hope and a safe place to call home.

Established in 1958 by a group of Christians who were motivated by their passion to see the lives of people with convictions changed for the better, Langley is proud of its heritage. The staff who join Langley, whether they have a faith or not, often speak of being drawn to Langley's values which focus on behaving in a way that is Christ-like, visionary, responsible, respectful and genuine.

Langley delivers specialist, person-centred services that enable people with convictions to flourish and live crime-free. Langley work with some of the hardest-to-engage individuals in the criminal justice system, both in prison and in the community. Services include specialist housing for people with convictions or are at risk of offending and psychological services from experienced staff who work effectively with individuals who experience learning disabilities, mental illness, and substance misuse. During 2022-2023, Langley have supported over 2100 individuals through the wide scope of services provided.

Of the 15 services nationally, 8 offer complex care and are registered with and regulated by the Care Quality Commission (CQC). Langley is well equipped to provide personal care to those who require it, especially in cases where there is a history of complex needs or types of offending behaviour that can make these individuals hard to place elsewhere. Across Langley's hostels, dispersed community housing and residential care services there is a total of 474 bed spaces, 100 of which are designated solely for complex care placements. Langley also works closely with Local Authorities, Clinical and Joint Commissioning Groups, individual Prisons and Probation services, the Ministry of Justice and others, to manage the appropriate referral, assessment and safe placement of clients into the services provided. Over 80% of the clients surveyed most recently in supported housing stated that the service they received overall was either good or excellent.

Other support services continued to see growth during the last year, including prison-based programmes such as the 'Kainos Challenge to Change' programme, which is an intensive behavioural change programme, initially delivered at HMP Haverigg in Cumbria and since 2019 within HMP Lancaster Farms. This programme is being assessed for continued accreditation through CSAPP, building on its initial outcomes which were recognised as effective. During 2022, Langley delivered support services (besides housing and care) to 965 clients who needed specialist advice on issues such as gambling, debt, and accommodation needs.



## LANGLEY TRUST VALUES

Langley's values shape the way staff behave and work together and guide thinking and actions.

- Christ-like – we build a culture that reflects Jesus' teaching and His love.
- Responsible – we are diligent in all we do and take care of all people within Langley.
- Respectful – we will respect all people, act inclusively and engage widely.
- Visionary – we will bring hope and encourage flourishing throughout Langley.
- Genuine – we are honest, principled and trustworthy.

## INVESTORS IN PEOPLE AND AWARDS

In August 2022 Langley was re-awarded the Investors in People Gold Award for the third consecutive time, which is a testament to the consistently high standard of work provided across Langley Trust. Langley continues to benchmark its success against other care and housing providers in the market. Fewer than 3% of the client group are convicted of a further offence whilst with Langley, and this has been a consistent outcome over many years.

Langley were shortlisted for the following external awards during 2022-23:

- Charity Times Awards – finalists
- Inside Housing's UK Housing Awards (Eliora) – 'Highly commended' finalist
- Housing Heroes and Women in Housing Awards – 1 finalist and a 'highly commended' Professional of the Year
- Chartered Institute of Housing, Northern Awards – finalists
- British HR Awards – Leader of the Year – finalist
- EMEA Inspiring Workplaces – named a 'Top 5 government/non-profit Inspiring Workplace'

# The role

## PURPOSE OF POST

The purpose of this position is to lead and manage the delivery of a stable and effective Service by planning to ensure the efficient delivery of the day-to-day services; to achieve a caring, safe environment which supports clients to live crime free lives. To develop the service in line with the Group Business Plan, meeting Key Performance Indicators and CQC Key Lines of Enquiry, within set budgets. The project consists of a registered care home and a small number of supported housing places in the community.

## KEY RESPONSIBILITIES

- **Leading:** To facilitate and develop a Christ centred culture, values and reputation and to demonstrate strategic Christian leadership by creating an environment that fosters teamwork, promotes diversity and which supports and respects all Stakeholders. The post holder must lead by example to demonstrate the Christian ethos and values which are at the heart of the Trust's work and to motivate others to deliver good client outcomes.
- **Staffing:** To propose and maintain staffing levels by recruiting high quality staff with the support of your line manager and the HR Team. Make arrangements to ensure each staff member is supervised, appraised, well-lead and developed to ensure a skilful, stable, resilient staff team is in place. Provide Christian pastoral support and ensure that pastoral needs are being met. The post holder must be a Christ-centred individual who is able to put their belief in Christ into action as a leader and supervisor of staff.
- To be involved in the recruitment of other staff for the Group, where there is a requirement for that staff member to be a practising and professing Christian.
- To ensure that there are fair and equitable rotas that provide safe and caring levels of cover at all times within the Service. This may require the post holder to take part in the service rota as necessary. Manage staff annual leave and absences appropriately.
- **Financial and Asset management:** To ensure that the Trust buildings are maintained to a safe and habitable standard and that all defects and requests for repairs are reported to the Housing and Property Team and legislation complied with.
- To contribute in liaison with the quality and compliance team, to the development of care policy.
- **Faith:** Leading prayers, devotion and worship on a daily and weekly basis in order to engage people with the Christian faith. Developing Christian support for our clients through local Churches and the appointment of a chaplain to help lead the Project in pastoral care. Respecting people's faith choices, to support clients to follow and develop their faith in the community.
- **Client Journey:** To manage the referral process within the project to achieve agreed occupancy levels and to achieve the right client group, in line with Trust referrals procedure. To manage the client journey to achieve positive outcomes, keeping all relevant agencies and stakeholders informed throughout including liaison with the Probation Service, Forensic Units, Social Workers, Prisons and other agencies in the assessment, selection and de-selection of clients and to promote the work of the Trust.
- To ensure that each client is treated with respect & dignity and that their care is person-centred.

- **Risk management:** To ensure that the level of risk posed by clients is fully assessed and managed to safe and acceptable levels to protect the public, staff and other clients. To ensure Risk Management plans are updated to reflect a change in client behaviour.
- To support statutory agencies in the monitoring and management of risk and care, reporting appropriately and in line with the Group Data Protection and Confidentiality Policy.
- **Liaison:** To engage with Christian faith based communities – this will include securing financial support from donors (most of whom will be Christians) and prayer support for the Trust. To assist in the appointment of a Project Chaplain and liaise proactively with local Churches. To represent the Trust at faith based events, leading worship and devotionals and giving talks to increase and develop the supporter base for the Trust both locally and nationally.
- **Revenue collection:** To ensure that all rent and board payments are collected in a timely manner. Ensure that that the QLx system is kept updated as per procedures.
- **Involvement:** Ensure that the promotion of equality of opportunity and challenging discrimination are central to planning, development, and management for staff and clients, challenging inappropriate behaviour or attitudes. To promote and support client's involvement in service delivery, manage complaints and seek resolutions.





# Person specification

## BELIEFS

- A practicing and professing Christian, with a knowledge and understanding of the Christian doctrines
- To have an active prayer life and be willing to pray for and with a range of stakeholders internally and externally

## QUALIFICATIONS & TRAINING

- QCF level 5 or equivalent qualification that satisfies CQC requirements (or the commitment to work for and obtain within 2 years)
- Registered Care Home Manager – Accredited and Registered with CQC Regulating Authority (or willing to undertake on appointment); registration is a condition of employment for this post

## SKILLS, KNOWLEDGE & ABILITIES

- Significant proven track record of dynamic leadership at management level within a residential care, treatment or criminal justice setting
- Experience of working within a residential Care setting and in the running of a Care home
- Able to demonstrate good management
- Experience of occupancy management
- Experience of resource and budget management to maximise service effectiveness and use of Excel spreadsheets
- Experience of managing a large staff team including recruitment, development and use of the capability & disciplinary process
- Ability to build, lead, motivate and develop teams effectively
- Evidence of success in building and maintaining working relationships internally and externally
- Proven ability to effectively communicate with a range of audiences
- Understanding of the current issues in the provision of treatment services support for persons with mental health and learning disabilities, including keeping up to date with the changing legislation and regulatory requirements of the Care Quality Commission and the Safeguarding Authority.
- Proven experience of managing a diverse range of complex needs clients and possessing the ability to have a creative approach to Care Plans tailored to the individual Client
- Understanding of issues in implementing equal opportunities within services
- Up to date knowledge of the legislative and policy frameworks that inform this area of work (e.g. Requirements of CQC, H&S legislation, MCA, Safeguarding, DOLs etc)
- Ability to use IT to research, benchmark and produce policy and financial reports
- Numerate, literate and analytical with attention to details to be able to develop and present records and reports including budgets in Excel
- Self-starter, able to work independently, politically astute, outcome focused, solution focussed
- Essential to show good planning & preparation skills. Works to deadlines and shows resilience; able to prioritise workloads & be efficient in delivery
- Can develop rotas.

## FLEXIBILITY & MOBILITY

- Willing to undertake an enhanced DBS check and Adults Barred List check which must be satisfactory to the Trust
- Flexibility to occasionally attend the Project at nights, weekends, and bank holidays
- Able to travel and stay overnight nationally
- Ability to participate fully in on-call rota
- Demonstrate enthusiasm and commitment for the work of the Trust and motivated to help disadvantaged groups



# Terms of appointment

A competitive salary of around £54,000, with a performance related bonus of £6,000, and benefits package will be negotiated with the successful candidate.

The role also comes with:

- An enhanced relocation allowance of £15,000. (excess of the £8K HMRC limit will be taxable)
- Pension matched up to 8 %
- Generous annual leave of 30 days plus bank holidays
- Life Assurance
- Free onsite meals
- Paid training
- Fully funded DBS certificates and renewals
- Company sick pay scheme
- Access to private holiday home getaway in Torquay
- Genuine career progression and development
- Employee Assistance Programme including free counselling and legal advice.
- Access to chaplaincy and pastoral support
- Annual spiritual retreat

A minimum of 37 hours per week, some of which will be unsocial. The post may require you to work from a different location from time to time. The post holder will be included in the rota for on call cover.

Appointments are conditional upon the satisfactory outcome of an Enhanced DBS and Adults Barred List checks.

## How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Langley Trust on this appointment.

Candidates should apply for this role through our website at [www.saxbam.com/appointments](http://www.saxbam.com/appointments) using code **FBMGA**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring\* form.

The closing date for applications is noon on **Friday 23<sup>rd</sup> February 2024**.

\* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

### GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV.



# Saxton Bampfylde

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