Eckling Grange Care



Job Title: Registered Care Manager

Location: Dereham

Job Type: Full-Time (40 hours per week)

Reports to: Chief Executive Officer (Nominated Individual)

Note on Reporting Structure: While direct line management, general reporting, and supervision are provided by the Chief Executive Officer, the Care Manager will maintain a close working relationship with the Board of Trustees and receive an annual appraisal directly from them.

Salary: up to £57,000 per annum (dependant on experience and candidate being closely aligned to our person specification.)

Up to an additional £5,000 may be available to cover any possible relocation expenses, subject to discussion and agreement.

About Us:

'Where everyone matters'

Eckling Grange is a Christian residential care home located in Dereham, dedicated to providing exceptional, compassionate care for the elderly in a warm, welcoming environment. We offer both residential care and specialised support for people living with dementia, alongside independent living in our bungalows. Together, we foster a supportive community where residents, families, and staff build meaningful relationships and experience genuine care and connection.

At Eckling Grange, our ethos is built on creating a culture that actively honours and promotes the Christian faith through the exceptional care of our residents. While we warmly welcome residents from all backgrounds and beliefs, our service offers unique spiritual value to Christian older people through pastoral support, regular services, traditional hymn singing, and fellowship across the community. We continuously seek innovative ways to develop our care, while actively connecting with the wider community to share the unique support we provide.

Job Summary:

As Care Manager, you will play a pivotal leadership role in driving continuous quality improvement and service innovation through overseeing the delivery of high-quality, person-centred care and maintaining an effective staff culture.

Serving as the Registered Manager, you will oversee our 60-bed care home (including a dedicated wing for people living with dementia) and the domiciliary care provided to our sheltered bungalow complex.

Key Responsibilities:

- **Person-Centred Care:** Demonstrate a genuine passion for developing care practice for the elderly, focusing on spiritual well-being and holistic, person-centred care.
- **Operational & Staff Management:** Directly line-manage the Deputy Care Manager, 5 Heads of Care, 2 Activities Coordinators, Head of Kitchen and Domestic, and Care Administrator. Oversee recruitment, training and development, supervision, conflict management, and performance and attendance staff management processes. A total of 11 operational staff come under the Care Manager's direct line management responsibility, with support in supervisions from Deputy Care Manager.
- **Governance & Compliance:** Take overall responsibility for CQC registration, notifications, auditing, and meeting all statutory compliance standards. Oversee medication administration and pharmacy partnerships.
- **Reporting & Board Engagement:** Co-authors a monthly operational report alongside the CEO to present at Board meetings, which you will actively participate in, to help inform the Trustees on current issues.

- **Resident & Public Engagement:** Lead regular resident meetings, externally represent Eckling Grange, build strong relationships with residents (and bungalow residents), their support networks including families, social services, and regulators.
- **Manage Prospective Residents:** Manage resident waiting lists, meeting with prospective residents and managing room vacancies to meet occupancy targets, liaising with social services and hospital discharge teams to oversee smooth transitions. Conduct comprehensive pre-assessments for prospective residents to ensure their personalised care needs can be fully met.
- **On-Call Responsibilities:** Along with the CEO, be on call for evenings and weekends where necessary (historical call-out requirements are very low, with night call-ins occurring only 3 times over 12 years). There is no on-call requirement during annual leave.

Candidate Requirements:

Professional & Spiritual Requirement

- **Genuine Occupational Requirement:** As we are a Christian Care Home you should only apply if you are a practicing Christian with links to a Church. Part of the selection process will also include discussion on our Christian Statement of Faith which will be provided to shortlisted candidates.

Essential Operational Criteria

- **Qualifications:** Level 5 Diploma in Leadership and Management for Adult Care (or NVQ Level 5 equivalent).
- **Experience:** Must have a successful track record as a Care Manager or as Deputy Care Manager in a reasonably sized care home, within an adult residential care setting.
- **Regulatory Knowledge:** In-depth working knowledge of CQC and PAMMS regulatory frameworks, inspection processes, and safeguarding standards.
- **Technical & Admin Skills:** High proficiency across a range of computer applications and care management software, with strong organisational, administrative and record keeping skills.
- **Decision-Making & Leadership:** Measured, calm, and thoughtful approach under pressure, avoiding quick or rash decision-making. Consultative leadership style with strong people management skills and a high level of emotional intelligence, with a confident and fair manner. Has a 'can do' attitude and is willing to be participative when needing to demonstrate good care practices.
- **Communication skills:** Good interpersonal, empathetic, verbal and written skills, capable of standing up and presenting to boards, staff and residents alike, and running resident forums.
- **Licensing & Distance:** Valid clean driver's licence with access to a car, living within a 45-minute radius of Dereham, Norfolk.

Desirable Criteria

- Previous experience mentoring and delivering supervisory staff training.
- Experience in strategic project planning and presenting to executive boards.

Benefits:

- Competitive salary.
- 28 days holiday allowance (with an additional 2 days after 5 years' service.)
- Occupational sick pay scheme.
- Blue Light Card, giving access to retail discounts.
- Christmas bonus/voucher.

How to Apply:

To apply for the Care Manager position at Eckling Grange, please submit your updated CV along with a covering letter detailing your relevant leadership and care management experience and describe how your own personal Chrisitan faith informs your current role. Applications can be sent directly to care@ecklinggrange.org.uk or posted to Eckling Grange, Dereham.

Closing date: December 15th 2026