



Application Pack

Registered Manager

Need this in a different format?

Call 01273 89 40 40 or email
jobs@possabilitypeople.org.uk

(January 2026)

CONTENTS

Welcome from our Chair of Trustees.....	3
About Possability People	4
About the At Home service	5
Why work for us?	7
Job Description	9
Application Instructions.....	14
Submission	14
Equal opportunities monitoring.....	15
Shortlisting and Interviews	15
Positive action statement.....	15

Welcome from our Chair of Trustees

Dear applicant

I'm Maddy Hamp, and I've been Chair of Trustees at Possability People since 2019. As a disabled person myself, I feel proud to be part of an organisation that brings real change to the lives of disabled people and those living with long term physical and mental health conditions.



We have a committed and passionate team of staff, volunteers, and trustees, all of whom are united in a common goal to improve the lives of disabled people and those living with long term health conditions.

We are proud to have supported and empowered tens of thousands of people since we first began in 1981, and we are dedicated to continuing to do so.

I am delighted that you are considering joining our team. This pack aims to give you an insight into our work, values, and culture.

I hope you find this information useful, and I look forward to hopefully working together in the future.

Best wishes

Maddy Hamp

Chair of Trustees

About Possability People

Our vision: A society where anything is possible regardless of ability.

Our mission: Enabling and empowering people with health conditions to live the life they choose.

Possability People is a well established charity operating in Brighton and Hove and across Sussex. We are a user led organisation, whose membership, staff, volunteers, and trustees, are drawn from people with a personal or professional experience of disability.

**Over 75% of our staff and volunteers
have lived experience of disability.**

Against the backdrop of significant events such as the pandemic, the energy crisis and the cost-of-living crisis - all of which have disproportionately affected disabled people - we continue to provide a range of services that support disabled people, enabling and empowering them to live the life they choose.



We support people with their benefits claims through our Advice Centre, provide them with care and support through our At Home service, give them the skills they need for employment, facilitate them leaving hospital and returning home, hire out scooters and wheelchairs to enable them to get out and about more quickly and easily, and help them to advertise for a PA.

You can find more information via our website by visiting www.possabilitypeople.org.uk or by viewing the [Charities Commission website](#).

Read our latest impact report - www.possabilitypeople.org.uk/impact

About the At Home service

At Home is our domiciliary care agency, enabling people to receive care at home to continue to live as independently as possible. Working across Brighton and Hove, the service runs seven days a week.



No two clients are the same and service user needs might include;

- dementia support
- manual handling support
- medication management
- mental health support
- personal care
- support to live independently with neurodiverse conditions
- support with specific conditions such as epilepsy

Some of the areas we support clients with include enabling our clients to remain in employment, access volunteering opportunities, maintain their homes, and to engage in community and leisure activities

"Possability People At Home have supported me since October 2019. I remember the day because it's the day my life changed. They have enabled me to keep my job. They are my knights in shining armour".

Current client

Clients have consistency, with the same Personal Assistant (PA) attending to clients on the same day and time each week.

Registered with the Care Quality Commission, we are also proud to have achieved the Gold Standard Framework in end-of-life care, as well as being fully trained as a Dementia Friend.

What professionals say about us

"Possability People provide an excellent service to my clients, many of whom have complex and varied needs. I'm always impressed by how well the PAs and office staff know the individuals they support, which helps build trust and makes a real difference - especially for those who are hard to engage.

They regularly go the extra mile with tasks that help people stay independent for longer. Their communication is excellent - both responsive and proactive in flagging and resolving issues—and they've been valuable contributors in multi-professional meetings I've led."

Social Worker at Specialist Older Adults Mental Health Service (West)

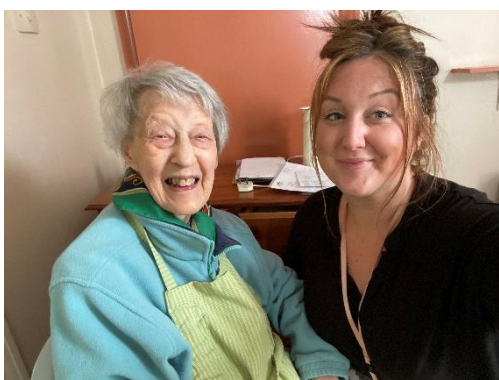
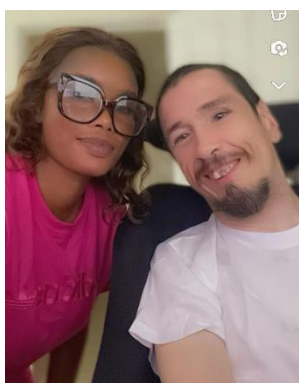
Support that makes all the difference

"Thanks to Possability People, I went from living in constant crisis to becoming more stable, resilient, and eventually independent enough to no longer need support.

Aja listened to what I needed and offered consistent, compassionate care every week. She helped with everything I needed as a younger person with care needs - and treated me like a human being, not just a client.

I'm so grateful for their role in my recovery."

At Home client



Why work for us?

Working for us offers you a **challenging and rewarding job**, as well as the chance to really **improve the lives of disabled people**.

In return, we offer **great working conditions, generous annual leave** and **pension schemes**, and more.



Benefits

- 28 days holiday, rising to 33 day days after 5 years' service, plus bank holidays (pro rata for part time staff)
- A range of flexible working arrangements (dependent on role) including job sharing, flexible hours, remote working, and reasonable adjustments
- 35 hour full-time working week
- Pension scheme (3% employer contribution)
- Low staff turnover
- Disability Confident employer

Learning and development

- Comprehensive induction and training programme
- Regular supervision and support from your line manager
- Range of training and development opportunities including face-to-face, online and on-demand e-learning
- Shared learning resources
- Ongoing development opportunities
- Opportunities to join working groups and attend outreach events



Wellbeing & support

- Mindful Employer Plus member
- Mental Health Charter signatory
- Access to mental health first aiders
- 24/7 helpline for work, relationships, health, debt or legal issues
- Disability Confident employer
- Support with Wellbeing Action Plans, Reasonable Adjustments, and Access To Work claims

More than just a job

We're committed to creating an environment where, no matter who they are, our people feel comfortable, valued and respected

We know that diversity and inclusion is a continuous journey of improvement

We're committed to continual improvement and quality service; we currently hold the following quality marks:

- Advice Quality Standard
- Dementia Friend
- Disability Confident
- Queens Award for Voluntary Service

We're members of the following organisations:

- Advice UK
- Child Poverty Action Group
- Disability Rights UK
- Mindful Employer Plus
- Shopmobility UK
- Wellbeing of Women Menopause Workplace Pledge

Everyone that works for us has the chance to be part of something that's **more than just a job**. If you're looking for a place where you can go home knowing that you've made a difference, then Possability People might be the right place for you!

REGISTERED MANAGER

Job Description

Salary:	£42,000 to £45,500
Department:	At Home
Line Managed by:	Business and Services Development Manager
Working Hours:	35 hours per week
Holidays:	28 days plus Bank Holidays

Role Purpose

Possability People is a pan-impairment disability charity based in Brighton. We work with people with a number of health conditions, including mental health, as well as older people.

At Home is a person-centred, home care agency which is a valued service within the charity. It offers home care with a difference; tailored, bespoke, and meaningful support that empowers people to move forward with consistency and trust.

The Registered Manager will lead and develop Possability People's At Home service, delivering bespoke, person-centred care that supports clients to live independently. The Registered Manager will be responsible for the day-to-day running of the service, ensuring high quality care delivery. They will ensure the service meets CQC standards and all legal, regulatory, and organisational requirements.

Responsibilities

- a) The post-holder has a responsibility to safeguard and promote the welfare and protection of children and adults with whom they have contact or for whom they are responsible.

Respecting diversity

- b) Treat everyone – colleagues, clients, and visitors – with respect and dignity.
- c) Respect others' differences and being sensitive to everyone's needs.
- d) Develop and appropriately maintain professional boundaries with clients and colleagues.

Managing the service

- e) Oversee the day-to-day management of our domiciliary care services, ensuring the delivery of compassionate, high-quality, and person centred care.
- f) Hold the service's CQC registration
- g) Ensure CQC compliant levels of training across the team.
- h) Oversee compliance with regulators, legislation and At Home standards.
- i) Ensure relevant reports are completed to deadlines, such as CQC capacity tracker and Local Authority reports.
- j) In conjunction with the Deputy Manager, ensure all service administration records are accurate and up to date and that all processes are followed.
- k) Effectively managing complaints and incidents, carrying out investigations relating to the quality of the service and using those findings to initiate improvements.
- l) Continually reviewing and improving our processes to ensure the most effective and efficient service is always being delivered.
- m) Generate and build on existing professional networks and community engagement to build referral pathways.
- n) In conjunction with the Deputy Manager converting new client enquiries, to include initial assessment, care planning and conducting risk assessments ensuring compliance to relevant legal and regulatory requirements.

Team management

- o) Build and maintain a robust care team, fostering a supportive and positive working environment making sure that exceptional service is delivered to our clients and workloads are managed accordingly.
- p) Manage the office team, providing appropriate levels of support and supervision.
- q) Oversee staffing rotas, care planning systems and service records.
- r) In collaboration with Business Development & Services Manager, manage the financial matters of the agency such as client budgets, relevant administration, payroll and invoicing.

General

- s) Build on the solid foundation of the business to increase revenue and capacity.
- t) To participate in an out-of-hours on-call rota and be the first point of contact for service emergencies.
- u) Attend and contribute to all relevant internal meeting and events.
- v) Any other duties deemed reasonable by the Business Development & Services Manager.

Job Review

This is a summary description of the role, as it is constituted at present. The above does not represent an exhaustive list of the duties and responsibilities of the role. It will be the practice of Possability People to examine periodically employee's job descriptions to ensure that they accurately reflect the job being performed and/ or that proposed developments are incorporated, as part of the process of personal objective setting.

It is the Trustees aim to reach an agreement on reasonable changes but if such agreement is not possible, Possability People reserves the right to insist on changes after appropriate consultation with the post holder.

Context

This role is located at our Hove office in Rutland Gardens, BN3. There will also be travel across the local area to visit clients and attend meetings.

The post holder will participate in the out of hours rota and be the first point of contact for service emergencies.

Unsociable hours may be required, e.g. attending events and out of hours meetings.

This role has 3 direct reports.

As a user led organisation, any applicant of Possability People must be able to demonstrate that they prioritise the needs of service users and demonstrate an empathetic, confidential and understanding approach at all times.

PERSON SPECIFICATION

Essential Qualifications

Level 5 diploma in Leadership and Management in Adult Care.

Essential Experience & Qualities

1. Lived experience, or an in depth understanding of, the barriers disabled people face and an enabling approach to overcoming them.
2. A commitment and willingness to provide quality services and support for disabled people and a commitment to the social model of disability.
3. Clear understanding of Equal Opportunities policy and practice and a commitment to implementation
4. Extensive (minimum 3 years) experience of managing a care agency with excellent customer service and management skills.
5. Passion: A genuine dedication to delivering high-quality, person centred care.
6. Motivational, dynamic and proactive with the ability to inspire and lead a team to provide high quality domiciliary care services.

7. Solutions focussed approach to problem solving.
8. Excellent knowledge and understanding of compliance and legislative requirements of the care regulations.
9. Ability and experience in building good working relationships.
10. Highly organised and excellent time management skills.
11. Flexible and adaptable with the ability to prioritise own workload.
12. An active team player but also able to work on their own initiative.
13. Excellent communication skills both written and verbal.
14. Excellent IT skills including Microsoft Office and data management systems.

Desirable Experience & Qualities

15. Driving licence and access to a vehicle.

Notes

All appointments are subject to a six month probationary period.

All appointments are subject to satisfactory references being received and verified

All appointments are subject to confirmation of identity

All other terms and conditions are fully described in the contract of employment.

All posts within Possability People have the opportunity of an annual review/evaluation.

Application Instructions

Thank you for considering a role with Possability People. We appreciate your interest and are looking forward to reviewing your application. To give yourself the best chance, please follow the instructions below and submit the following documents:

1. Application Form

You will need to [download this form from our website](#).

The application form includes essential details and an additional employment history section for anything not on your CV that is relevant to the role.

2. CV

Detail your experience, qualifications, and relevant work history

3. Cover Letter

This is the most important part of your application.

Explain your interest in the role and why you believe you are a good fit.

Please keep this to maximum 2 sides of A4 in 12 point font.

Read the Person Specification within the Job Description carefully and make sure you consider the items on it.

Include paid work, voluntary or unpaid work and any life experience you feel is relevant to the post.

The decision on whether to invite you for interview will be made on the basis of the information you provide in your CV, cover letter, and Application Form.

Submission

Please ensure all required documents are submitted by **Monday 2 March at 9am**. Late or incomplete applications may not be considered.

All documents should be submitted via email to jobs@possabilitypeople.org.uk in a standard format (eg. Word, PDF).

Equal opportunities monitoring

To help us monitor the effectiveness of our Equal Opportunities policy, all candidates are requested to complete the [online Equal Opportunities Monitoring Questionnaire](#).

This is confidential and does not form part of the decision to select for interview or appoint.

Shortlisting and Interviews

Shortlisting will be based on the CV, cover letter, and application form.

If shortlisted, you will be contacted to arrange an interview.

Positive action statement

As a course of positive action and to ensure a wide representation of our diverse communities, we actively encourage applications from disabled people, people from minority ethnic groups, and those who are trans/TNBI or gender-diverse. We recognise these communities are currently under-represented in our organisation and we would love to hear from you.

We guarantee an interview if you demonstrate you meet the essential criteria and have told us you are a disabled person.

If you should require any assistance or further information, please do not hesitate to contact us on jobs@possabilitypeople.org.uk. You can also visit www.possabilitypeople.org.uk/jobs

Yours sincerely

Lucy Vallis

Lucy Vallis

Chief Officer