

Candidate Pack for Head of Reablement

About ECL

ECL's aim is to make a positive difference to people's quality of life by enabling them to be as independent as possible through the delivery of high-quality, innovative services.

ECL's services support older people; adults with learning disabilities and/or autism; adults needing reablement services following a spell of ill health, surgery, or an accident; and people with sensory needs to live safely and independently within their own homes and engage with their communities.

Operating throughout Essex, London and South East England, ECL empowers over 50,000 people each year to regain and maintain independence as well as benefit from social interaction by focussing on achieving goals created in partnership with each customer.

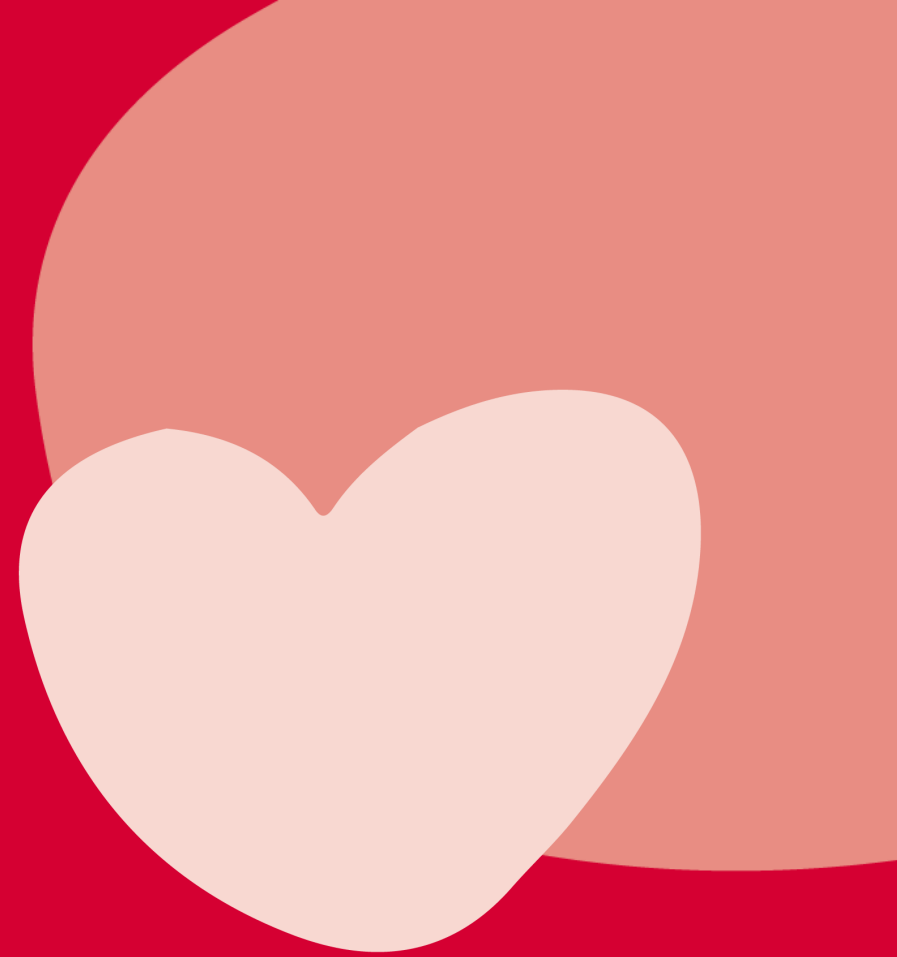
Our vision:

**To transform lives,
empowering
independence through
care excellence for all.**



Our mission:

**Making a positive
difference to
people's quality
of life.**



Core values



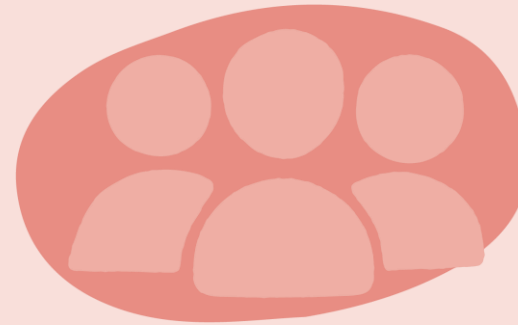
Caring

Supporting others with care, compassion, and positive engagement.



Excellence

Working efficiently and innovatively to achieve excellence.



Teamwork

Working together to achieve our common goals.



Integrity

Being open and having the courage to do what is right.

Reablement services

ECL's short-term Reablement services provide a range of care and support to help people to regain confidence and independence following a spell of ill health, surgery, or an accident.

Referrals are made to this service by health and social care professionals in hospital or community settings. The Reablement team consists of Trusted Assessors, Health and Community Care Assistants, clinical practitioners including Physiotherapists and Occupational Therapists. The team works with the customer to agree the goals and create a tailored programme to enable independence.

N.B Reablement operates across Essex, West Sussex and the London Boroughs of Havering, Barking and Dagenham. Essex is divided into 5 regions – Mid, West, North, South-East and South-West Essex.



Sensory services

ECL's sensory service supports people who are partially sighted, blind, hard of hearing, deaf or deafblind to live independently. It is the first point of contact for everyone needing sensory support in Essex and provides tailored rehabilitation and one to one specialist support.

Its expert sensory team assess what assistance each individual needs to live safely; creating personalised support plans to teach people how to live independently that include elements such as cane training, travel, and safety around the home.

ECL also provides help with accessing health appointments and gaining access to relevant guidance, information, and advice. Where appropriate, the team also signpost people to other organisations that can provide additional assistance. ECL manages all registrations for sight and hearing support on behalf of Essex County Council.

N.B The Sensory service only operates in Essex and has both commissioned and private pay customers.



Inclusive Employment

ECL's Inclusive Employment service supports adults with learning disabilities and/or autism to achieve their ambitions of obtaining paid and meaningful employment.

The expertise of the team supports each individual to achieve their end goal of paid employment by identifying their talents, skills, qualifications and interests; matching them to ECL's established network of partnership employers.

Every step of the individual's journey towards paid employment is supported by developing their CVs, arranging interviews and work trials, as well as work experience if required. The team provides on the job coaching for the employer and employee to maximise success.

N.B The 'IE' service currently only operates in Essex.



Older peoples services

ECL's day centres for older people offer a 'home from home' environment that facilitate friendship and community interaction to reduce social isolation. The centres offer a range of engaging activities designed to help maintain independence and encourage greater connection with the community. For those living with conditions associated with dementia including Alzheimer's or Parkinson's diseases, ECL day centres provide a safe space with a specially trained team to provide respite for the individual and their loved ones.

N.B The 'OP' service only operates in Essex and has 11 Day Centres.



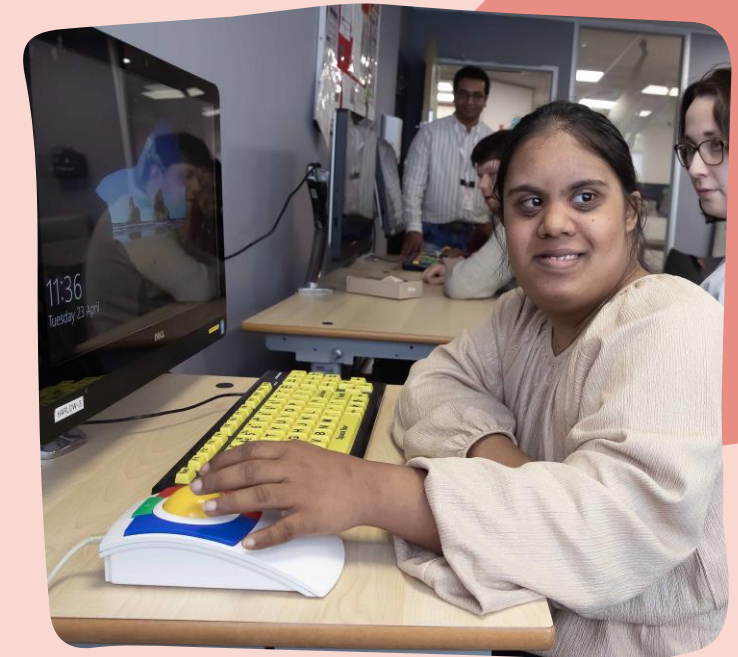
Learning disabilities and/or autism services

ECL offers a range of services for people over the age of 18 years with autism and all types of learning disabilities. At our day centres we work with individuals to create a personalised plan to work towards desired life goals.

- Extending learning upon leaving full-time education.
- Obtaining life skills
- Providing access to the community
- Working towards achieving paid employment.
- Provide opportunities for friendship and relationship building.

In addition to this, our centres provide specialist support for people with severe and profound learning disabilities including access to clinical therapists, a range of communication methods, support for complex health needs, specialist equipment and environments.

N.B The 'LD' service only operates in Essex and has 14 Day Centres.



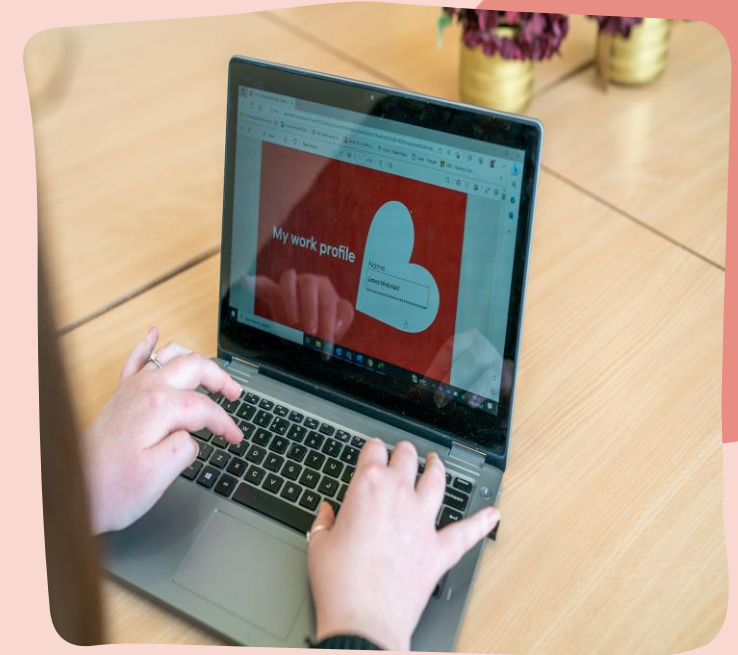
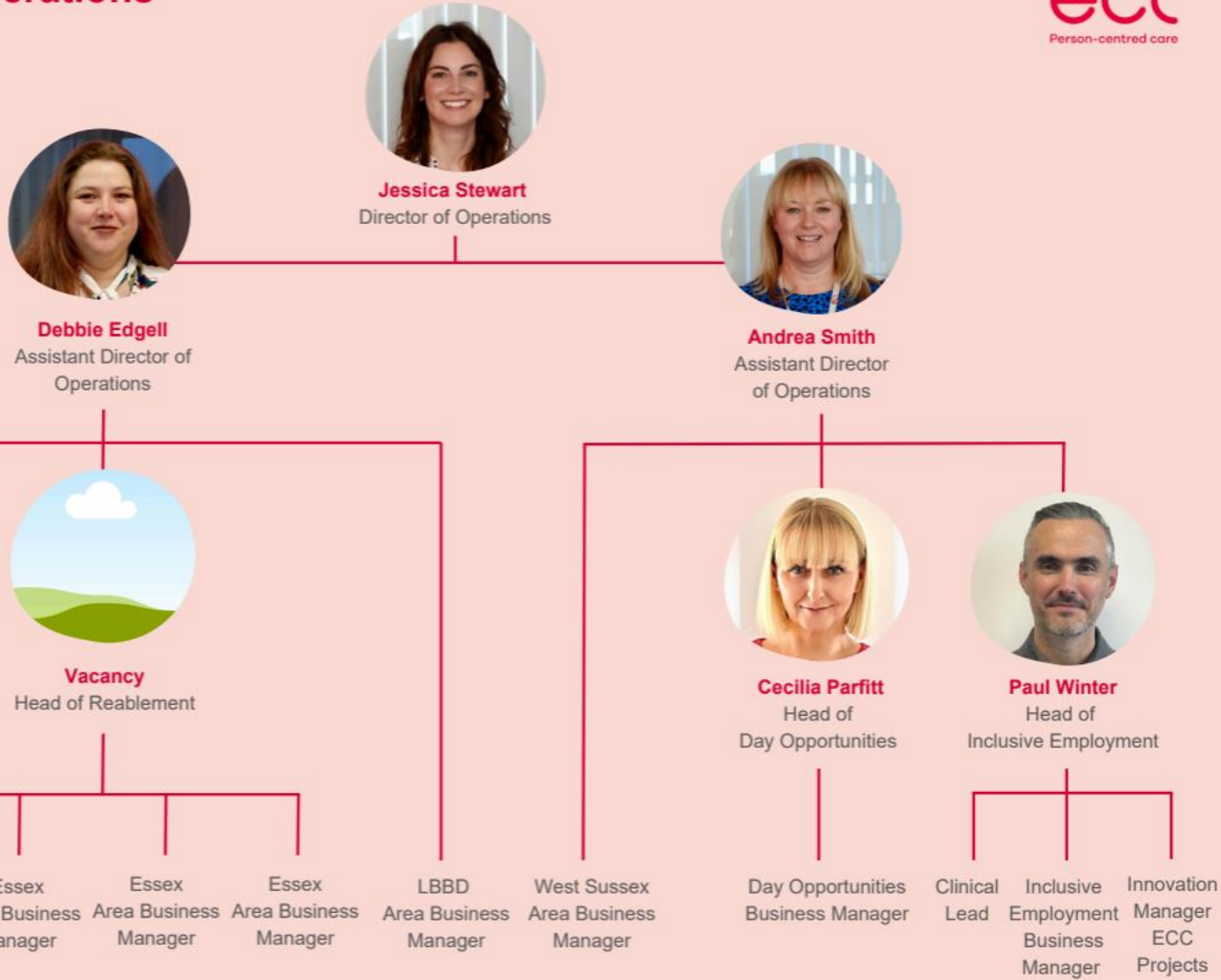
Clinical services

ECL has an in-house clinical team which consists of clinical practitioners including Physiotherapists, Occupational Therapists, Speech and Language Therapists and Positive Behaviour Advisors, to provide specialist support to individuals.

The team works in conjunction with local NHS professionals, adult social care services and family members and/carers as part of a multidisciplinary approach to making sure each person using ECL services can do so as independently and as safely as possible.



Director of Operations Structure



Job Description

The Role

- ECL vision is to transform lives, empowering independence through care excellence for all.
- This post combines the role of strategic and operational lead for Reablement Services across ECL. The role requires strategic thinking with strong leadership skills to manage the overall delivery, ensuring contractual, regulatory, quality and budgetary obligations are met.
- Developing strong partnerships and collaborative working practices is key, as well as encouraging innovative ways of working including service improvements to gain efficiencies and deliver CQC Well-Led, Safe, Responsive, Caring, Effective services.
- Provide strong and visionary leadership to registered managers, driving performance in consistent approaches across Essex reablement, ensuring the delivery model is in accordance with the contract and meets the needs of both the customer and commissioner.
- The post holder will be expected to be an exemplar role model for colleagues in terms of the values of ECL and exhibiting commercial behaviours.
- Based at Chelmsford with occasional travel expected across Essex, West Sussex and future ECL operational areas depending upon business opportunity.

Job purpose

- To deliver high quality, sustainable services within an agreed budget and aligned to the operating model ensuring a consistent approach across all ECL Reablement services.
- To ensure ECL reablement services deliver the contract requirements of commissioners.
- To develop and lead any required changes or enhancements within the service, to respond to the changing adult social care landscape, including delivering pilots/test and learn projects.
- To build team capabilities and a clear succession plan that will support the growth and resilience of the service.
- To lead operational teams through any changes to contracts as a result of Local Government Reorganisation
- To lead teams with a strong commitment to improving outcomes for customers.

Job Description

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety, and Business Continuity.
- Lead the workforce to ensure consistent, effective delivery across all locations, meeting the contractual outcomes and KPIs.
- Use data insight to drive action, resolve performance issues and streamline processes.
- Lead operational planning, workforce deployment and capacity management.
- Ensure business continuity and workforce planning for safe services.
- Lead or contribute to investigations in relation to operational quality or human resources; ensuring lessons learned are understood and followed to improve quality.
- Develop the organisational capability through good people management, including the training, development, mentoring and coaching of team members.
- Engage, inspire and manage key stakeholders internally and externally, including local authority and health commissioners, hospital teams, and adult social care teams.
- Ensure that the teams are working towards the achievement of ECL business plans.
- Ensure the proper assessment, management and mitigation of risk, including Information Governance, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.



Job Description

Role Specific Accountabilities

- To ensure a consistent approach of delivery for Reablement services across Essex, driving action to reduce any avoidable and unwarranted variation in outcomes.
- To deliver the budget and contractual requirements for the service.
- To lead teams in suggesting, designing and embedding a culture of continuous improvements for the Reablement Service.
- To proactively manage the budget within the agreed operational and financial scheme of delegations providing commercial acumen to income generation. Ensuring value for money and monitoring and identifying any operational efficiencies and cost-saving improvements.
- To lead a high performing, flexible and focussed workforce, ensuring training needs are met and a strong collaborative culture is embedded.
- To develop and maintaining strong relationships with key partners, commissioners, local authorities and health system networks, being an advocate for ECL and breaking down barriers to positively promote the services being delivered.
- To monitor and evaluate the collection of data sets for KPIs, ensuring statutory targets are met and quality assurances are in line with Care Quality Commission (CQC) and ECL's quality standards
- To work with the direct reports to ensure that the support and personal development needs of all members of the team are **identified** and addressed through regular 1:1 meetings and periodic appraisal in line with the organisation's guidelines.
- To work with the direct reports to ensure that all employees have a career progression plan and that key training is being provided. To develop a highly skilled workforce, identifying potential future leaders and nominating them to enter ECL leadership programmes.
- Participate in the senior on-call rota, providing out-of-hours leadership support and decision-making as required.

Person Specification

Key Skills and Competence

- Significant management experience of delivering high quality sustainable adult social care or Reablement/Intermediate care services - Essential.
- Degree in a relevant field or professional registration
- Understanding of integrated care systems and hospital care pathways
- Experience leading operational transformation or redesign
- Knowledge of relevant legislation e.g. Care Act 2014, Mental Capacity Act
- Ability to analyse and articulate data, produce reports for the Senior Leadership Team/Board.
- Experience in managing budgets, delivering cost efficiencies and generating commercial income.
- Evidence of continued personal development.
- Track record of leading and developing high quality services, combined with an exceptional background in delivering profitable and sustainable growth.
- Demonstrable operational leadership skills with CQC compliance and the ability to inspire and motivate large teams across multiple service sites.
- To lead with confidence, drive and enthusiasm, showing strong communication skills.
- Strong planning and organisational skills and the ability to work under pressure.
- Awareness of current challenges in Adult Social Care and community health
- Collaborative and inclusive leadership style, experienced in managing key stakeholders effectively to benefit the business.



£74,284 - £80k



About the role

Salary	£74,284 - £80,000 per annum
Location	Seax House – work across Essex, West Sussex and London Borough of Havering and LB Barking and Dagenham
Annual Leave	27 days per year plus Bank Holidays
Additional Benefits	Enhanced contributory pension scheme up to 6%
	Annual salary reviews and performance-related bonus
	Healthcare support scheme
	Employee Assistance Programme to support your wellbeing
	45p per mile when travelling between sites



Application Process

We hope you will consider making an application.

To make an application upload the following

- CV
- A supporting statement (no more than two sides) that sets out why you think this role is the right move for you and how you meet the person specification.

Closing date: **Monday 27th April 2026**

Preliminary telephone interviews: **1st and 5th May 2026**

Final Panel interviews: **11th May and 12th May 2026**



Questions?

Please email
Clare.Lacey@Essexcares.org

Or call 03330 139921