

North West Care Co-operative Head of NWCC Candidate Pack



Charity No: 1091744
Company No: 4050994

disability
positive

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Introduction

Dear Candidate,

Thank you for your interest in Disability Positive, a charity that has dedicated itself to the lives of people with lived experience of disability and long-term conditions, and their families across Cheshire and surrounding areas since 1992.

We pride ourselves on being a great place to work and progress, and we employ an amazing workforce of over 65 people. We have experienced substantial growth since inception and our services have successfully increased to the point that we are well recognised as a trusted, influential, and supportive organisation; providing services, opportunities, and voice to over 9,000 people with lived experience of disability and long-term conditions per year.

We know it matters, as we live with disability and long-term conditions too.

We hope that you are the kind of person we are looking for, someone; organised, driven and professional to work within our team. If you are interested in the role, please return your completed application to HR@disabilitypositive.org

We'd love to hear from you.

Lynne Turnbull
Chief Executive Officer



Who are we?

We are Disability Positive.

We are a charity based in Cheshire and work mostly in the Northwest. We love working with others who think like us.

We provide services, opportunities and a voice to people living with disability and long-term health conditions and their families.

We have services to help people with everyday life, being part of their local community and looking after their own wellbeing.

We can offer advice, help with practical tasks and advocate for people in lots of different situations.

We listen and share people's experiences to influence positive change in government policy.

We know it matters, because we live with disability and long-term health conditions too.

Our Values

- **Positive:** It's not just our name, it's how we approach every challenge and opportunity.
- **Collaborative:** We don't believe we can do everything ourselves; we love working with others who think like us.
- **Representative:** We are here to be the voice of people living with disability and long-term health conditions.
- **Ambitious:** We are not going to change the world without thinking big.
- **Trustworthy:** We need to be a place where people feel safe and can come freely for honest and impartial advice and support.

The social model of disability is the starting point for everything we do and is the idea that people are not disabled by their condition, but by a world that doesn't meet their needs.



Our Services: For Adults

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Advocacy

Supporting people to say what matters to them and upholding their rights.

Good Company

A fully accessible social group for adults, meeting regularly with the opportunity for day trips too.

Payroll

Supporting people who employ Personal Assistants with payroll management.

Supported Banking

Getting support with banking and auditing for direct payment recipients.

Learning Service

Access to learning and development opportunities for people who employ Personal Assistants, and their Personal Assistants.

Telephone Information Advice Line

Supporting people to access the information they need provided by us or others.

North West Care Co-operative (our trading arm)

Offering a co-operative approach to safe, high-quality personal and social care for disabled people and those with long-term conditions. Founded in 2018 following a pioneering research project by Disability Positive, NWCC was created to provide an alternative to traditional care models, empowering individuals who prefer not to employ their own staff or use conventional agencies. Guided by the principle "*Together: we can live life well,*" NWCC puts lived experience at the heart of everything it does.



Our Services: For Children and Young People

Advocacy

Supporting people to say what matters to them and upholding their rights.

Arrangement of Care and Support Service

Support with making sure people's care works for their needs.

Cheshire West Community Connections

Support young people to connect to their local community.

Buzz Youth Group

A fully accessible youth group supporting those aged 5-18 to try new things and meet new friends.



Our Services: For Everyone

Volunteer Opportunities

We couldn't be without our team of dedicated and enthusiastic volunteers. People can volunteer their time across a range of services, or join us for a work placement, to gain new skills and contribute to our work.

Membership

We need our members to share their views so that we can continue to develop our services, and be a strong voice to influence local, regional and national government policy.

We welcome anyone with lived experience of disability or a long-term condition or with caring responsibilities.

Policy Influencing

Policy influencing is what we do to influence positive change with local, regional and national government. We want to be a voice for our members and people with experience of disability and long-term conditions and use their views and experiences to influence the kind of changes we want to see.

Disability Equality Training

Support to better understand disability, reducing barriers and changing attitudes.



Organisational Structure

Disability Positive is a registered charity and company limited by guarantee.

We are governed by 10 trustees who are known as our Board of Trustees. The Board of Trustees are both Directors of the company for the purposes of the Companies Act 2006 and Charity trustees for the purposes of the Charities Act 2006.

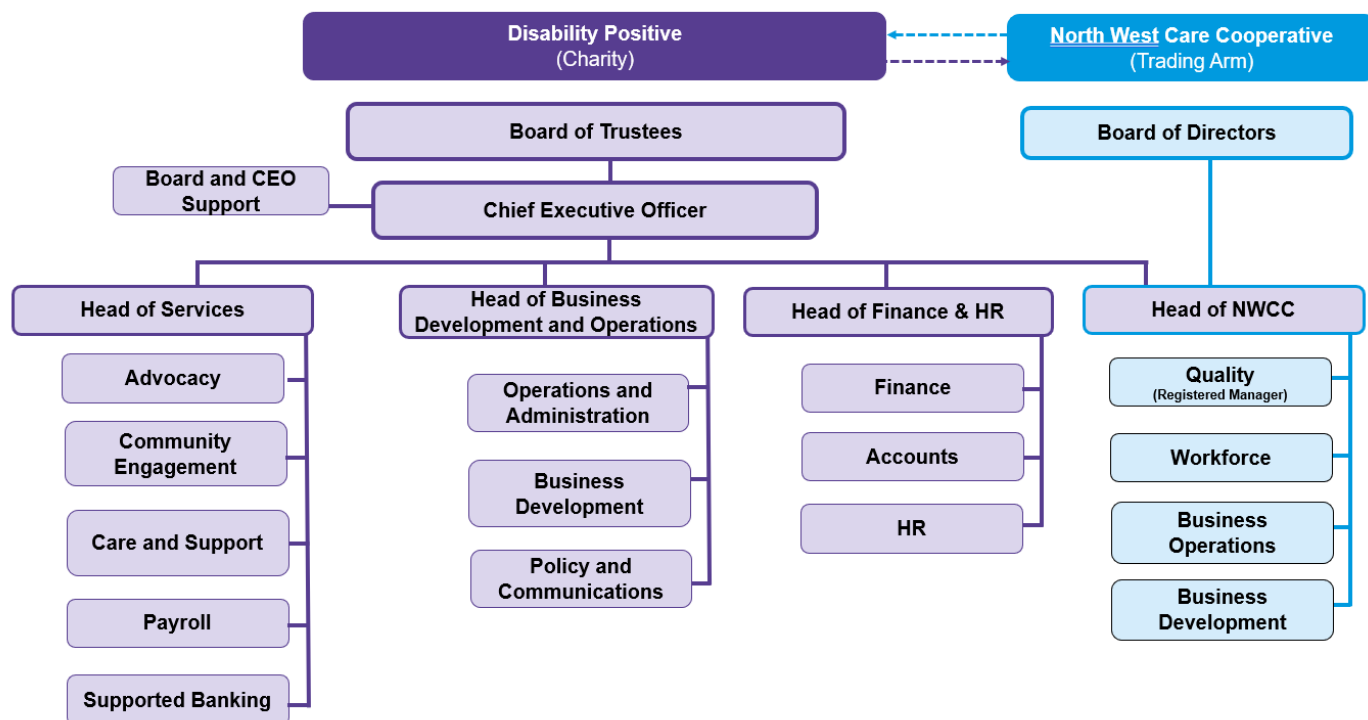
The Board of Trustees are responsible for the governance of Disability Positive. Our Board of Trustees have lived experience of disability and long-term conditions and bring a mix of skills that are essential to good governance, ensuring that our activities are conducted in line with our charitable objects, as detailed within our Articles of Association. In addition, we have over 240 members of the charity who all have lived experience of disability and long-term conditions.

Day-to-day management is delegated to the Chief Executive Officer and Senior Staff through a Scheme of Delegation of Board Authority.

We currently employ 56 FTE staff (70 people), with additional support across our services through volunteers. 70% of our workforce also have lived experience of disability and long-term conditions.

North West Care Co-operative is a wholly owned subsidiary of Disability Positive and is registered with the Care Quality Commission. NWCC employs over 78 staff and is governed by a Board of Directors. Its membership includes people receiving support, their families, and the personal assistants who deliver care.

Our Organisation Chart



Future Plans

We have finalised our new Strategy 2020 - 2030, with a focus on three strategic themes:

- Positive about offering services that suit the needs of people with lived experience of disability or long-term health conditions.
- Positive about providing the opportunity for people with lived experience of disability or long-term conditions to be part of community life.
- Positive about giving a voice to people with lived experience of disability or long-term health conditions.

We are in a strong financial position, with a robust balance sheet and reserves policy which has supported and should continue to support expansion of our services.

A major part of our income comes from delivering services under contract with a number of Local Authorities and Clinical Commissioning Groups in Cheshire East, Cheshire West and parts of the Northwest. We also provide a number of services that individuals purchase directly from us.



Benefits & Purpose

Job Title:	Head of North West Care Co-Operative (NWCC)
Grade:	2
Salary:	From £45,500+ per annum (dependent on experience), increasing after successful probationary period.
Hours:	35 hours per week
Holiday Entitlement:	25 days per year + Bank Holidays and gifted days between Christmas and New Year shutdown.
Other benefits:	An additional two days gifted leave for your Birthday each year. Company Pension, Private Health Care (with medical history disregard) upon completion of probationary period.
Direct Reports:	4
Reporting to:	CEO of Disability Positive

Purpose

To work as part of the Company's Senior Management Team, responsible for the effective management of the North West Care Co-Operative (NWCC) a trading arm of Disability Positive. The Head of NWCC is there to oversee a leadership team responsible for the daily running of the Care Co-operative and to ensure that:

1. The care and support provided offers Co-Operative members a high standard of specialised, person-centred care.
2. All those using the service ('Principal Members') are treated with dignity and respect and that their independence, choice and control is actively promoted by the service.
3. NWCC operates within existing Governance Structures as a trading arm of Disability Positive.
4. All practices are in line with current legislation and social policy and actively promote the values and ethos set by NWCC within the leadership team and all areas of work.

Critical Competencies

Delivering Success

Achieving Excellence | Level 3 | Plans, reviews, and tackles obstacles to excellence

Providing Direction

Influencing | Level 3 | Develops influencing strategies

Inspiring | Level 3 | Inspires commitment

Communication | Level 3 | Maximises communication

Working with People

Building Understanding and Trust | Level 3 | Brings issues and conflict into the open

Developing People | Level 3 | Supports long term development

Collaborating for Success | Level 3 | Facilitates consensus and cohesion

Creating Solutions

Gathering Information | Level 4 | Creates a continually well-informed organisation

Understanding Issues | Level 3 | Looks at the big picture

Finding Solutions | Level 3 | Uses scenario planning

Scope

Strategic Scope

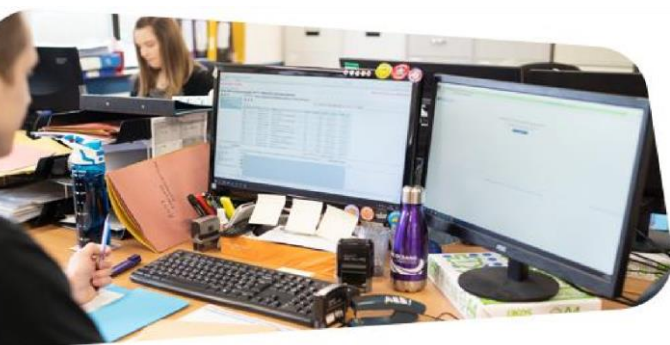
- Head of a major function within the Company
- Leads on delivery within major function, following the Company's strategic plan.
- Responsible for day-to-day business operations, logistics and proper implementation of NWCC the Company's policies as per the directions of the Chief Executive Officer/NWCC Board.
- Lead, guide, direct, and motivate all staff.
- Has extensive experience of delivering strategy for an entire function and operating at a senior managerial level (and reporting to a Board) in a Company.
- Makes some strategic operational decisions (within delegated authority).
- Makes recommendations to and acts in an advisory capacity to the Chief Executive Officer/NWCC Board in relation to strategic decisions, as well as operational decisions outside of delegated authority.
- Attend Board meetings

Business Skills

- Oversees multiple complex departments within a Company trading arm.
- Responsible for ensuring delivery within allocated budget in several specified areas.
- May draft relevant tender responses for approval by the Chief Executive Officer/NWCC Board.
- Has a broad and deep knowledge of their technical or professional specialty and is able to apply that knowledge and its implications to the wider business.
- Deliver growth of NWCC, particularly within growth regions identified within the Company strategy.

Complexity

- Understands, explains and presents business cases to the Chief Executive Officer/NWCC Board, to the highest standard.
- Will have supervisory responsibility for NWCC Managers.
- Will have Senior Management responsibility of an overarching function for the entire Company.
- Responsible & accountable for reporting to the CEO and NWCC Board.
- Understands the implications of new technologies and legislation on their area of speciality.



Key Tasks

Strategy

- Guide, support and enable the Workforce Manager to maintain the highest standards of performance and wellbeing in respect of the Personal Assistant (PA) workforce. This will include safe recruitment, 'matching to Principal Members, liaison with family members and advocates, induction, performance and all other HR matters.
- Guide, support and enable the Quality Manager to maintain the highest standards of health, wellbeing, and safeguarding to Principal Members through co-produced care and wellbeing solutions that enable them to fulfil their personal needs. This will include maintaining personalised care plans and risk assessments and compliance with the quality assurance outcomes and accreditation required by the Care Quality Commission and any commissioners.
- Guide, support and enable the Development Manager to maintain the highest standards of engagement with Members to enable them to shape the development of NWCC. This will include leading the co-production of workstreams agreed by the NWCC Board as well as wider marketing and development.
- Guide, support and enable the Business Manager to maintain the highest standards of financial and business management. This will include regular cash flow analysis, oversight of Invoicing and Payroll functions outsourced to Disability Positive, and the gathering of relevant business data.
- Oversee the recording and investigation of complaints and compliance incidents, and the gathering and analysis of business data.
- Compile reports to the NWCC Board and take appropriate action including making operational changes within NWCC.

Financial Planning

- To contribute to the planning, development and growth of the Care Co-operative including review and managing devolved budgets.
- Ensure that NWCC income and expenditure is controlled in line with Board approved budgets, relevant policies and scheme of delegation.
- Work closely with the Disability Positive Finance Team to produce quarterly financial management accounts.
- Ensure that there is an effective system for the organisation of staff including adequate numbers of staff for the service, rotas, covering all shifts, managing staff holidays and sickness.

Key Tasks

Governance

- To report to the NWCC Board on a quarterly basis regarding progress against milestones.
- Take responsibility for understanding and complying with statutory and legal requirements including (but not exclusively) all aspects of the Care Act 2014, Health & Safety, COSHH, Mental Capacity Act (2005) and Deprivation of Liberty Safeguards.
- Monitor the effective running of NWCC ensuring all legislation and regulations concerning environmental health, infection control and health and safety are met. Ensure risk assessments are carried out, including fire checks to maintain a safe environment.
- To have an excellent understanding of CQC Fundamental Standards, be able to liaise and cooperate with the CQC and Commissioners if/when necessary and ensure that Statutory Notifications are completed by the Quality (Registered) Manager where relevant.
- To ensure that all legal and statutory records are completed and that records concerning NWCC are centrally held and retained in line with the Retention & Erasure Policy.
- Ensure that there is a record of maintenance issues and relevant actions are taken to resolve issues.
- To ensure that service users are protected from harm and taking a lead role in any Safeguarding matters.

Communication & Relationships

- To maintain positive relationships and effective communication with members, family members and other professionals involved in their care.
- Encourage an open and honest culture; support members of the management Team to make decisions and contribute to positive changes within the service.
- Facilitate regular management Team meetings and support, encourage and mentor managers including arranging and facilitating supervision.
- Develop positive and open relationships with all staff and have an effective communication system.
- Oversee the recruitment of suitable support workers / members, induction process and ensuring that all training needs for the team are met.
- Participate where appropriate in the disciplinary process including suspending staff (where necessary), investigations, holding meetings and making decisions about disciplinary actions (including consultation with members where necessary).
- Seek opportunities to strengthen professional relationships with key individuals and identify business development opportunities.

Key Tasks

Other

- Work within the philosophy of the Social Model of Disability.
- Take responsibility for attending supervision and your own continuing professional development.
- To undertake any other duties within your professional capabilities, and within the scope of this post.

Person Specification

Criteria	Essential	Desirable	Assessed by
Qualifications Experience	- Proven experience in a management role. - Experience of developing and maintaining effective working relationships both internally and externally, including negotiation with CQC, organisations or individuals with differing perspectives and agendas.	- Experience of giving presentations and public speaking - Level 5 Registered Manager - Experience working at a senior management role.	Application and Interview.
Knowledge	- Demonstrable commitment to achieving positive outcomes for disabled people. - Excellent knowledge of CQC regulatory requirements. - Proven understanding and experience of partnership and collaborative working. - Understanding of working in coproduction with disabled people.	- Knowledge of current health, social and/or disability policy areas and awareness of how they impact on disabled people. - Good knowledge of local and national government structures and experience of influencing them including the legislative process.	Application and Interview.
Skills/Abilities	- The ability to listen and communicate to an acceptable standard both verbally and in writing and to disseminate information in an easily understood and appropriate format. - Sound financial management skills. - Ability to work under pressure, set priorities and meet deadlines. - Drive, energy and enthusiasm. - Self-motivated. - Ability to understand and analyse complex information. - IT literate.	- The ability and willingness and flexibility to work outside office hours, if required. - Excellent presentation delivery skills.	Application and Interview.
Other	- A commitment to equality and diversity and achieving positive outcomes for disabled people. - A commitment to the Company vision and values. - Post will be subject to an enhanced DBS check.	Access to a car and a current full driving licence.	Application and Interview and Pre- Offer checks.

Recruitment Process

How to apply

If you are interested, please complete the following, and return by email to HR@disabilitypositive.org

- Covering Letter & CV, detailing why you are right for the role and how you meet the essential criteria in the person specification.
- Recruitment monitoring form.

Timetable

Deadline for applications: Monday 3 November 2025 11:59

Short listing: 4 November 2025

Interviews: Monday 17 November 2025

What we do with your data

In accordance with the Data Protection Act 1998, and the General Data Protection Regulations 2018, the information provided in your application will be used as part of the recruitment and selection process and may be disclosed to those who need to see it.

It will also form the basis of the confidential personnel record of successful applicants.

In the case of unsuccessful applicants, the application form will be destroyed after 6 months, in line with our [HR Privacy notice](#).



Contact Us



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Telephone: 01606 331 853

Email: info@disabilitypositive.org

Website: www.disabilitypositive.org

Facebook: www.facebook.com/disabilitypositive/

Instagram: https://www.instagram.com/dis_positive/