

Why work with Black Swan?

Grow into the person you want to be;

We will give you the opportunity to enhance your career and give you the resources you need to succeed.

We offer an apprenticeship programme, we will give you the support, tools and recognition you need to develop your career.

Be the individual that you are and make a true difference to others;

Each and every role in Black Swan is important and has an impact on the service we provide to our residents and their families. You will be appreciated.

We recognise how important our staff are;

You will feel valued with regular feedback and the opportunity to have your voice heard. We know that you are doing something great and it matters to us. When you go above and beyond, so do we.

Get paid for what you do;

We are a Real Living Wage employer that offer benefits alongside this. This applies to all of our employees.

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The social care sector is an industry full of dedicated, compassionate individuals who work in the hardest of circumstances to provide safety, comfort, dignity and respect to vulnerable people within our society. We believe this is a vocation to be shouted about and feel passionately that we should promote the achievements of the sector each and every day. We believe in shining a light on staff within our company, and throughout the sector as a whole to highlight their outstanding achievements, and show our gratitude for the amazing job they do every day.

Tom Lyons – Managing Director



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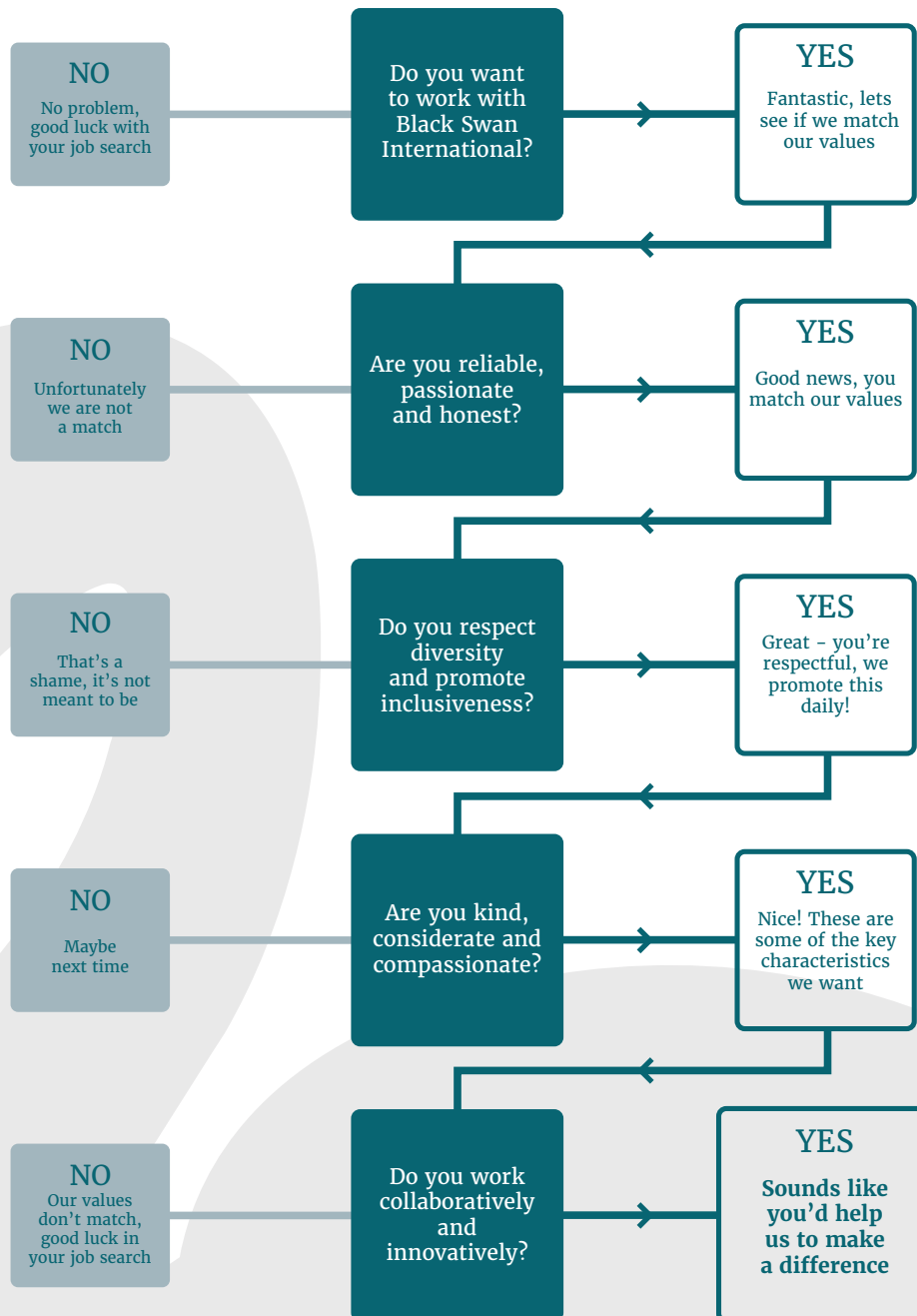
Work with Us



Our motto at Black Swan Care Group is

“We cannot replace your home, but that should never stop us from trying.”

This means we are looking for talented individuals that strive to achieve, is this you?



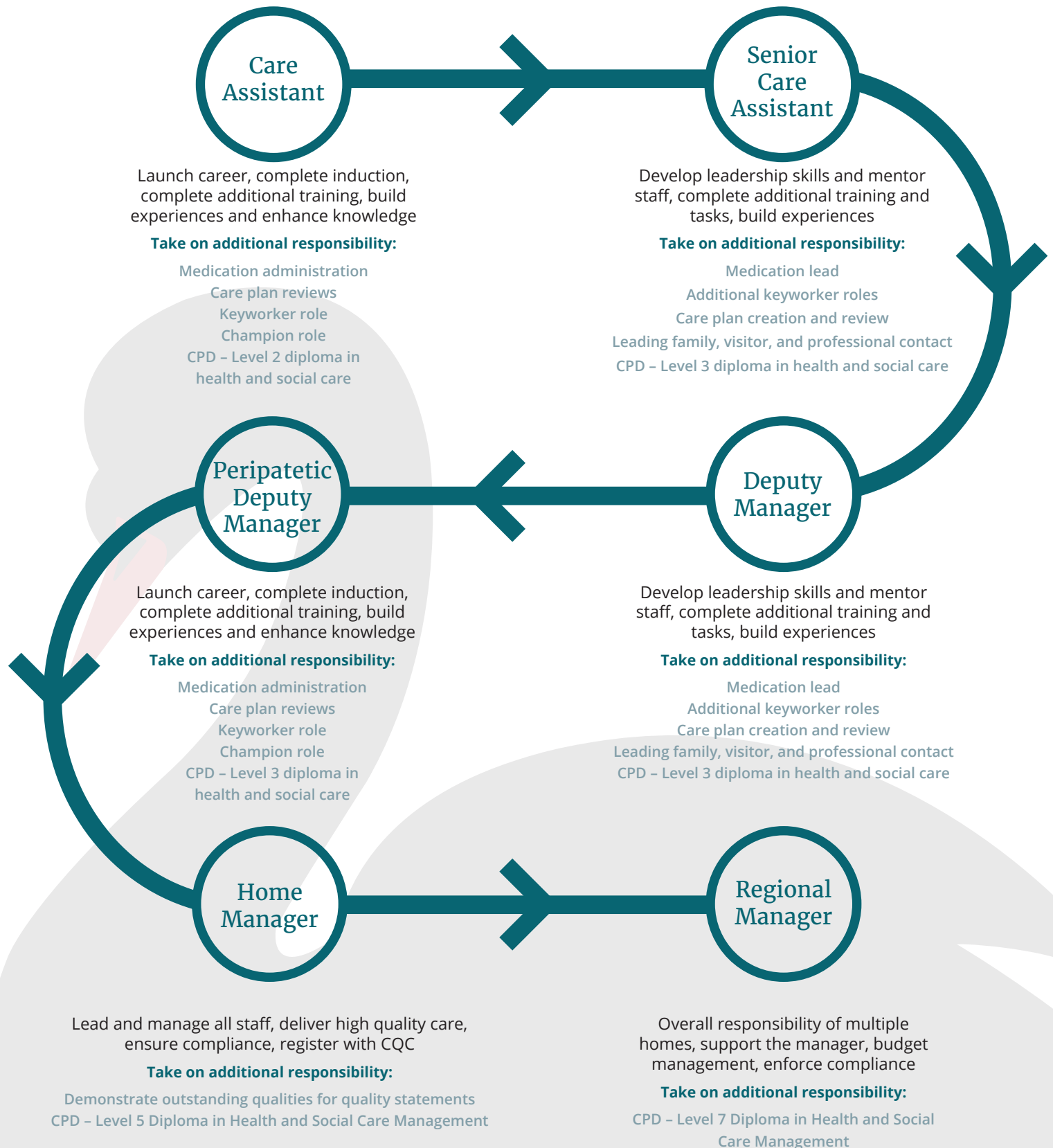
Black Swan offer an adaptable service whereby we work collaboratively with our residents.

Independence, choice, and individuality are at the core of our values.

We ensure our staff are highly skilled and are given the skills and confidence that they need in order to deliver the highest standards of care and support to every resident.

Every person matters and will be treated equally, compassionately and with the utmost respect & dignity.

Black Swan career pathway within our homes



Statements from our staff



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I started at Chiswick House in 2019 as Senior Care Assistant, my manager was amazing. She was supportive and helped me gain confidence. I transferred to York House to develop as a Deputy Manager where the Regional Manager supported my training and choice. I learnt a lot from managers and found that I wanted to keep growing. I developed into Peripatetic Deputy Manager and knew that I wanted to expand my career whilst doing something I believed in. My new team are supportive and help me to develop and continue learning.



Kasia (Peripatetic Deputy Manager)

I started with Black Swan in September 2016 as an apprentice care assistant aged 17. I'd never done care before and felt welcomed into the home and discovered the role of a Carer. I then moved over to Activities Co-ordinator before becoming a Senior Care Assistant. In 2018 the opportunity came up to become a trainee Deputy Manager, I learned so much valuable knowledge so that in 2019 I progressed to Deputy Manager. Alongside my experiences Black Swan supported me with my Level 3 and 5 Diploma in health and social care to further my knowledge. I am now a Peripatetic Deputy Manager where I have developed with wider experience of our homes and teams. I am extremely grateful for the support I have been given throughout my career with Black Swan.



Chloe (Peripatetic Deputy Manager)

Within my 2 years at Black Swan I have changed from Quality Assurance Manager to Operations Support Officer and am now HR officer. I have gained a wealth of experience from different departments and continue to expand my knowledge and skills set. Black Swan enabled me to complete my level 7 Diploma in Health and Social Care management as well as my CIPD Level 5 Associate Diploma in People Management. The teams are great to work with across the entire company

Tiffany (HR officer)

I started with Black Swan in 2013 as a registered manager which I loved, in this role I gained additional experiences, skills and knowledge to develop further. In 2019 I was promoted to a regional manager where I am now completing my level 7 diploma. Black Swan have supported my decisions to continue with my professional development and trust in my abilities to progress within my role.

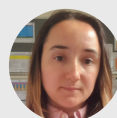


Ria (Regional Manager)

I started working for Black Swan in February 2020 as a Deputy Manager and spent that time learning the systems of Black Swan, and the running of the home. In May 2021 I had the opportunity to apply for the Managers position, with the support of my Regional Manager. I applied for the job, I had my interview with my Regional Manager and a panel of 3 residents and I was successful, I completed my registration in September 2021. I feel I have great support from Senior Management and everyone in head office, if I ever have a query it is answered quickly and I'm pointed in the right direction.

Emma (Home manager)

I started with Black Swan around 5 years ago as an agency carer. Because of the good reputation and my own experiences, I decided to stay permanently and in 2020 I became a senior carer at York House. I was supported by the manager who taught me and answered my questions, so I completed my Level 3 diploma. It allowed me to take on additional responsibilities such as the medication, nutrition and continence champion. My dream was to one day become a manager and so my manager helped me to prepare for this, in 2021 I moved forward and applied for a deputy manager role. As deputy I learned so much about management which gave me the opportunity to work alongside regional managers who believe in me and my passion. In 2022 I was offered the job as a peripatetic deputy manager and then from this in 2023 I became the home manager. I'm now completing my Level 5 diploma. Black Swan support me in my career offering me training, advice, the chance to take new opportunities and most importantly, they believed in me.



Maria (Home Manager)

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What our home managers and residents have to say



Jodi Home manager of Kings Lynn Residential

"I have been a care home manager for 10 years. Working in the care sector is an incredibly rewarding job, every day I feel my team and I are making a difference to our resident's quality of life. Black Swan have provided me with regular training and development opportunities. This has improved my skills as a manager. I have the autonomy to manage my home, make decisions for the team and implement my own ideas for the service, which really motivates me. The company has a great support system for its managers. I am visited weekly by a regional manager and the managing directors are always readily available if I need them. I highly recommend Black Swan as an employer."

Relative of resident in Kings Lynn Residential Home

"After ongoing medical issues with our mother, we contacted the home, arranged a viewing, and met some of the staff. It was such a positive experience; all staff were friendly and supportive. The home itself is very comfortable and clean and we have been impressed with the standard of both meals and care. Entertainment is organised on a daily basis, and we were amused to find our mother playing bingo and enjoying the company. Although initially, we had only booked respite care there is no doubt that we will be hoping she can stay permanently as it is such a professionally run establishment."



Resident from York House

"I love the staff, they are so good to me, my 100th Birthday party was amazing – they really do look after me."



Maria Home Manager of The Beeches

"Working with Black Swan has been amazing and while we have had our challenges with the recent pandemic, we have been a family and Black Swan have always support us through it. My staff are brilliant, and we have so much love and care to give our residents."



Resident from The Gables

"The carers are so kind and caring, I couldn't fault any of them. I love the bingo and the entertainers that come in. I couldn't ask for better care, they all work really hard."

Resident from The Haven

"The home manager goes above and beyond for us and the staff here are fantastic, they're well taught and very caring. We like to have a lot of fun and our activities are good."



Resident from Spring Lodge

"I have no complaints at all with the care I receive, I feel so safe and happy here."

Black Swan Careers within Head Office



Administrator

Administrative tasks, processing orders, telephone answering and handling enquiries, support to business partners

Take on additional responsibility:

- Payroll
- Prepare pending starters
- DBS applications
- CPD – Level 3 Diploma in Business Admin

HR Officer

Managing employee investigation, disciplinary and grievance, design and maintain employee incentives, oversee recruitment

Take on additional responsibility:

- Payroll processes
- Manage staff contracts
- CPD – CIPD Level 5 Associate Diploma in People Management

Business Partner

Liaise with the homes managers, administration, payroll, DBS applications, process employee references and ensure compliance

Take on additional responsibility:

- Mentor other Business Partners
- Monitor processes
- CPD – Level 5 Diploma in Business Admin

Head Office Manager

Manage payroll processes, contracts and head office staff, employee onboarding and monitoring systems, insurances, vehicle management

Take on additional responsibility:

- Data protection officer
- CPD - CIPD Level 5 Associate Diploma in People Management/ Level 5 or 7 Diploma in Leadership and Management

Senior Business Partner

Managing the business partners and processes, oversee employee onboarding processes, liaise with apprenticeship provider

Take on additional responsibility:

- Manage payroll processes
- Vehicle management
- CPD –Level 5 Diploma in Leadership and Management/ Level 7 in Business Administration



Black Swan Careers within Head Office



Recruitment Officer

Create job adverts, monitor, screen and evaluate applicants, liaise with the homes managers and new starter

Take on additional responsibility:

- Actively seek ideas for recruitment advertising and onboarding
- Maintain spreadsheets
- CPD – Level 3 Certificate in Recruitment

Head of Recruitment

Lead recruitment officer and ensure compliance in the recruitment processes, seek advertising opportunities and monitor effectiveness, maintain spreadsheets and KPIs

Take on additional responsibility:

- Prepare pending starters
- Complete the onboarding process
- CPD – CIPD Level 5 Associate Diploma in People Management

Head of IT and Procurement

IT support across the group, manage assets, maintain website, control cost of suppliers, monitor KPIs

Take on additional responsibility:

- Develop new and upcoming projects for IT and procurement
- CPD – Level 5 Diploma in Information Technology/ ATHE Level 7 Diploma in Computing Technologies

Learning and Development Coordinator

Create and deliver innovative training materials, offer support to staff, manage external training

Take on additional responsibility:

- Update knowledge in additional subjects
- Resource new material and ideas for courses
- CPD – Level 5 Diploma in Education and Training

Quality Assurance Manager

Maintain compliance, provide support to homes managers,

Take on additional responsibility:

- Maintain KPI's
- Support Regional Managers in their absence
- CPD – Level 5 Award in Quality Assurance/Quality Management/ Leading Quality Improvement

Operations Support Officer

Assist Operations Director, maintain KPIs, manage peripatetic deputy managers, liaise with Regional Managers

Take on additional responsibility:

- Support Regional Managers in their absence
- CPD – Level 7 Diploma in Leadership and Management

Black Swan Careers within Head Office



Accounts Assistant

Reconcile finance accounts, invoicing, maintain spreadsheets, liaise with home managers, manage accounting queries

Take on additional responsibility:

- Credit control
- CPD - AAT Level 3 Diploma in Accounting

Credit Controller

Credit control, process resident movements, allocate payments, control direct debit collections

Take on additional responsibility:

- Reconcile finance accounts
- Maintain spread sheets
- Manage cash transactions
- CPD - AAT Level 3 Diploma in Accounting

Purchase Ledger Clerk

Process invoices, reconcile ledger accounts, manage cash transactions, handle enquiries

Take on additional responsibility:

- Prepare monthly accounts
- CPD - AAT Level 4 Diploma in Accounting

Head of Finance

Manage accounts team, prepare monthly accounts, liaise with auditors, cash reconciliations, manage utilities

Take on additional responsibility:

- Sourcing and applying for grant funding
- CPD - Level 7 Diploma in Accounting and Finance



Development pathway



Begin your employment and induction with Black Swan, get settled in during this exciting change

1

2

Your induction continues for 12 weeks, where you will complete training and gain hands on experience

3

You will have a monthly supervision with your line manager. It's a great way for you to discuss additional training and your aspirations

4

We send monthly topic focus' that help to remind you of important topics to refresh your knowledge during the year

5

We offer an apprenticeship programme where you can decide to complete a qualification whilst working and earning with us

6

When you're ready to progress in your career, your manager can explain how to learn about your desired next role

8

Our dedicated learning and development co-ordinator creates learning opportunities to enhance progression

7

All of our managers are supportive and help to open opportunities across the group to help you progress with your career

9

If you want change in your role, your managers will help you to identify your transferable skills to match you with a new route within Black Swan

10

You can continue to grow and follow the path in your new role