

Job Information Pack

Welcome to Illuminate Care Group

Thank you for your interest in joining Illuminate Care Group.

At Illuminate Care, we are passionate about empowering and supporting young people to achieve their full potential. Our vision is to create nurturing, safe, and inspirational environments where children and young adults can thrive.

We believe our employees are the heart of our success. We are committed to recruiting individuals who share our values and are passionate about making a positive difference.

Our Vision

Inspiring, Supporting, Empowering Young Lives

We achieve this by:

- Building strong, trusting relationships.
- Delivering person-centred, trauma-informed care.
- Creating opportunities for growth, independence, and happiness.
- Embedding therapeutic principles into everything we do.

Our Mission Statement

What is a home to a child? A child's home is a place where they feel safe, loved, and secure, providing a stable environment with consistent routines. It's a space where they belong, learn, and grow, forming their identity and relationships. Within this nurturing environment, children create lasting memories, traditions, and foundational life experiences crucial for their well-being and development. We are dedicated to long term placements, crafting stable, safe, nurturing, and inclusive environments where children can flourish, heal, and realise their utmost potential. Our goal is to provide top-tier care, and a pathway uniquely tailored to each child,

empowering them to develop lifelong skills and foster positive relationships. Through our unwavering dedication to excellence, collaborative teamwork, and evidence-based practices, we aspire to make a profound and enduring difference in the lives of the children and families entrusted to our care.

Trust

We believe in building trust as the cornerstone of every interaction, ensuring a safe and secure environment where children feel valued and supported

Respect

We foster an atmosphere of mutual respect, honouring each child's uniqueness, ideas, and perspectives while promoting dignity and understanding among all.

Impact

We are dedicated to making a positive impact in every child's life, striving to empower them with skills, tools, and experiences that shape a brighter future.

Belonging

We cultivate a sense of belonging, creating spaces where every child feels welcomed, accepted, and embraced for who they are, fostering a sense of community and connection.

Enable

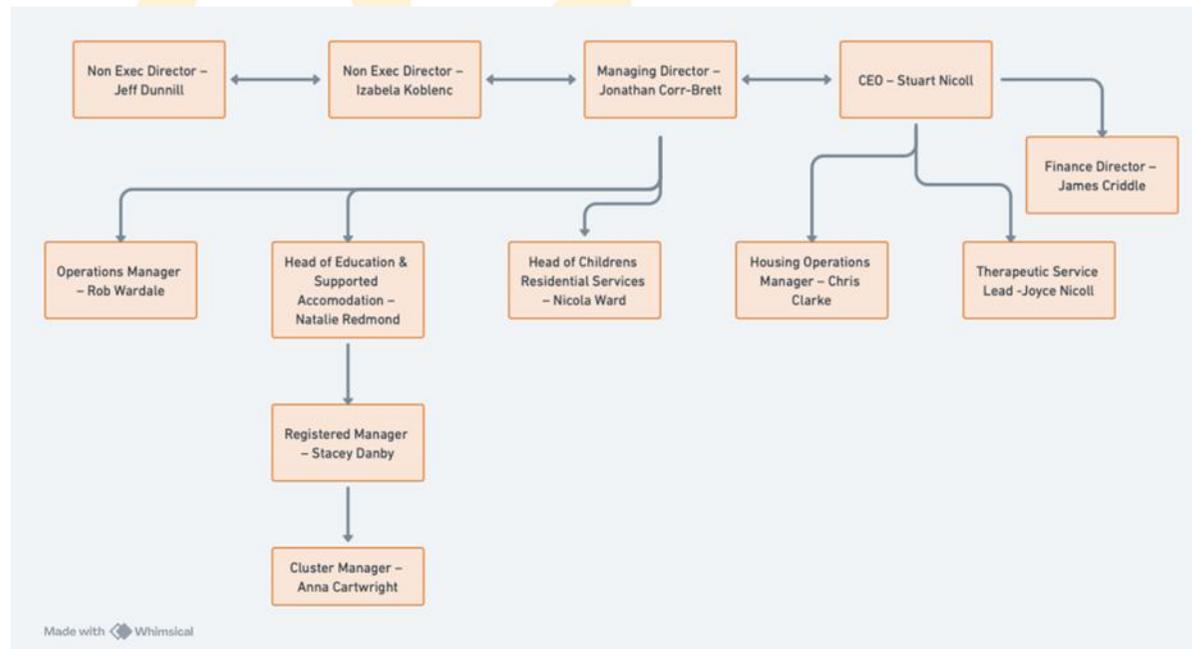
We are committed to enabling and nurturing the potential within each child, providing the resources, guidance, and encouragement necessary to help them thrive and succeed.

Working at Illuminate Care Group

We are committed to creating a workplace where everyone feels valued, included, and supported to develop their skills and career. We offer:

- Comprehensive induction and training programmes.
- Ongoing professional development and career progression opportunities.
- A commitment to staff wellbeing and work-life balance.
- A culture of learning, feedback, and continuous improvement.

Our company Structure



Recruitment and Selection Process

We are passionate about providing a fair, transparent, and supportive recruitment process:

- We will keep you informed at each stage.
- We make reasonable adjustments for candidates with additional needs.
- We welcome applications from all backgrounds and promote diversity and inclusion.
- We are a Disability Confident employer.

Application Process

- Submit an up-to-date CV and a personal statement explaining how your skills and experience meet the role requirements.
- Use the STAR method (Situation, Task, Action, Result) to structure your examples.
- Right to work documentation will be required at interview stage.

Safeguarding Commitment

Illuminate Care Group is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All positions are subject to enhanced Disclosure and Barring Service (DBS) checks, verification of references, and compliance with safer recruitment practices.

Pre-Employment Requirements

- **References:** A minimum of two references, including your most recent employer.
- **Health Assessment:** A confidential pre-employment health questionnaire.
- **DBS Clearance:** Enhanced check and subscription to the DBS Update Service.

Terms and Benefits

- **Competitive salary packages** based on experience and qualifications.
- **Annual Leave:** 28 days holiday per year (including bank holidays), rising with service.
- **Pension Scheme:** Automatic enrolment into a workplace pension.
- **Flexible Working:** Various shifts and flexible arrangements available.
- **Employee Wellbeing Programme:** Access to support services.

Diversity, Equity and Inclusion

Illuminate Care Group is proud to be an equal opportunities employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

We actively encourage applications from underrepresented groups, including care leavers, individuals from minority ethnic backgrounds, and people with disabilities.

Additional Information

- You must declare any potential conflicts of interest.
- You must disclose any unspent criminal convictions.
- Successful candidates will undergo a full induction, probation period, and regular supervision.

Working at Illuminate Care Group

Illuminate Care Group is a place where young lives are transformed, where homes are built on love, respect, and natural engagement, and where every staff member plays a part in creating a brighter future.

We believe that working with young people is not just a job — it is a privilege. Every child and young person deserve a home that is filled with warmth, consistency, and genuine care. This is why we are proud to be a **love-led organisation** where relationships are at the heart of everything we do.

Our Homes

At Illuminate Care Group, our homes are designed to be just that: homes.

- **Warm and Nurturing Environments:** Each home is thoughtfully decorated and furnished to feel safe, welcoming, and comfortable.
- **Family-Like Atmosphere:** We promote belonging and community, where young people are not just cared for but are truly part of a family.
- **Individualised Spaces:** Young people are encouraged to personalise their rooms, helping them to feel a true sense of ownership and pride.
- **Natural Engagement:** Interactions between staff and young people are organic, respectful, and meaningful — never forced or scripted.
- **Celebrating Achievements:** We celebrate every milestone, no matter how small, and champion each young person's journey.

Our Approach to Care

Illuminate Care Group is proud to



ered.

Love-Led Care

- We believe that loving, caring relationships are fundamental to healing and growth.
- Staff show genuine affection, appropriate physical reassurance, and emotional availability.
- We promote a culture where young people know they are unconditionally valued.

Natural Engagement

- We focus on real, meaningful interactions that build trust over time.
- Staff meet young people "where they are," adapting their approach to suit each individual's communication style and emotional needs.

- We avoid rigid routines in favour of being responsive, intuitive, and reflective.



Therapeutic Crisis Intervention (TCI)

- All staff are trained in TCI, a trauma-informed model that equips teams with the skills to prevent, de-escalate, and manage crises safely and respectfully.
- TCI helps us to see behaviour as communication and respond with empathy, not punishment.

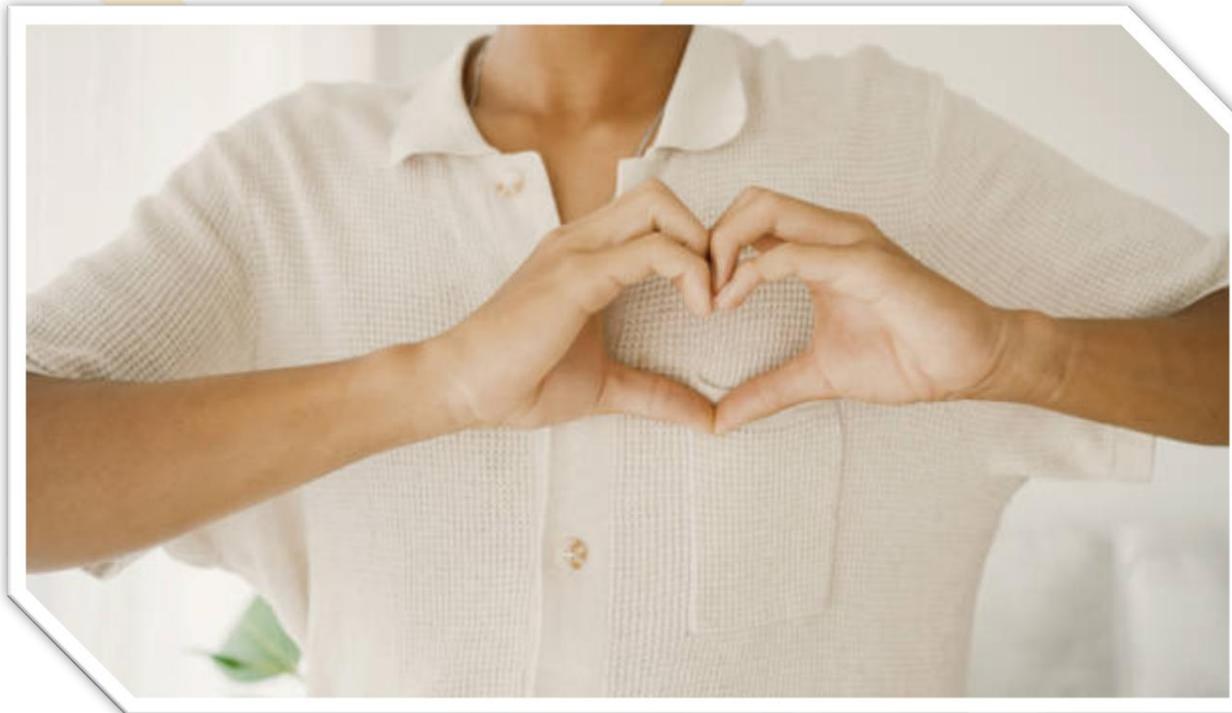
- Staff use debriefing and reflective practice to learn and grow from every incident.
- TCI principles underpin our safeguarding practice, supporting positive behaviour management, emotional regulation, and crisis prevention.



What It's Like to Work Here

- **You Are Valued:** Your ideas, your passion, and your individuality are celebrated.
- **You Make a Difference:** Every interaction matters and contributes to a young person's journey of healing and growth.

- **You Are Supported:** Through training, regular supervision, and a culture of learning, you are never alone.
- **You Belong:** Illuminate Care is a family that nurtures not only our young people but each other.



Training and Development

We are committed to helping you become the very best practitioner you can be. Our training offer includes:

- Therapeutic Crisis Intervention (TCI)
- Attachment, Trauma and Adverse Childhood Experiences (ACEs)
- Safeguarding, Health & Safety, First Aid
- Life Story Work and Child Development
- Leadership Development for aspiring senior staff



Join Illuminate Care Group

If you want to be part of something meaningful — something that changes lives — then Illuminate Care Group could be the place for you.

We are looking for people who lead with love, who engage naturally, and who believe that every young person deserves the very best.

Illuminate Care Group

Building Brighter Futures, One Young Person at a Time.





Illuminate Care Group

Application for Employment

(DBS Post)

Jobs working with Children

Illuminate Care Group Limited is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.

Please read the information and guidance given on this form carefully. Your application will be rejected if it is not completed correctly. PLEASE COMPLETE IN BLOCK CAPITALS AND BLACK INK

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| SECTION A | Job Details | |
| Job applied for: | | |
| SECTION B | Personal Information | |
| Surname: | | |

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| | | |
| First Name: | | |
| Title: (e.g.Mr/Mrs/Miss/Ms/Dr) | | |
| Address (including post code): | | |
| How may we contact you quickly: | Daytime | Evening |
| Telephone Number: | | |
| Mobile Number: | | |
| Email Address: Please note, this will be used to contact you during the recruitment process. | | |

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| Section C | Disability The Equality Act 2010 defines disability as ‘a physical or mental impairment which has a substantial and long term negative effect on your ability to carry out day to day activities’. | | |
| Do you consider yourself to have a disability under the Equality Act 2010? (If ‘yes’ please complete the Guaranteed Interview Scheme form) | Yes | No | Prefer not to say |
| SECTION D | Current or most recent Employment/Voluntary Work | | |
| Name and address of organisation: | Job held: | | Current Salary/Pay Rate: |
| | Date of appointment: | | Length of notice: |
| | | | |
| Brief summary of duties and responsibilities | | | |

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| Are you currently in employment? Yes / No | | If no, please state the date when last employment ended and the reason: | |
| SECTION E | | Educational and Professional/Specialist Qualifications | |
| Please list details relevant to this post, in chronological order. If short listed, you will be required to bring proof of these qualifications to interview. (Please use an additional sheet if necessary) | | | |
| Name and address of School, College or University attended: | Qualifications: (for example NVQ, GCSE, A level, Degree) | Grade/Result received: | Date of qualification: |
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| SECTION F | Training relevant to this post. (Please use an additional sheet if necessary) |
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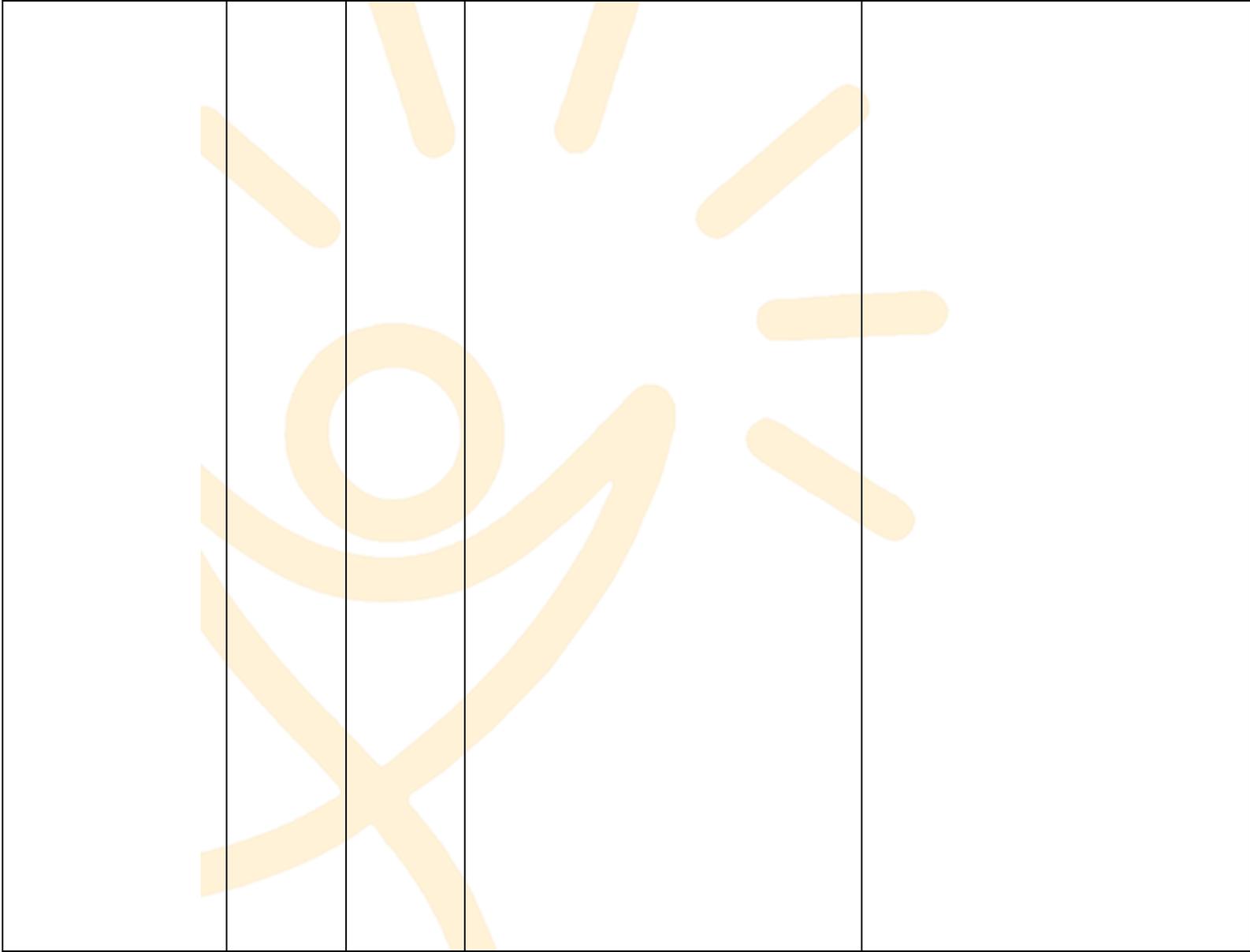
| Name of Organisation: | Name of specialist training courses: | Result received: | Date of training: |
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| SECTION G | Employment History |
| Please give details of your <u>full</u> employment history in date order starting with the most recent. | |

You must list all employment, career breaks, and periods of unemployment, education and voluntary work since leaving secondary education; without any gaps. (Please use additional sheets if necessary)

| Organisation's name and address: | Employment dates to nearest month | | Your role: | Reason for leaving: |
|---|--|------------|-------------------|----------------------------|
| | From: | To: | | |
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Please give details and reasons of any gaps in work history:

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| SECTION | References |
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| H | |
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Please give the names of two referees who can provide professional or educational references.

- The first must be from your present or last employer/voluntary organisation. If you cannot give an employer, please provide the name of someone who can provide an educational reference.
- The second should be a previous employer. If you cannot provide a previous employer, please give either an educational referee or the name of someone who has known you for 3 years who can provide a character reference.
- If neither of the two referees given have known you for a period of 3 years or more, please provide an additional referee. This could be a further previous employer, an educational referee, or someone who has known you for 3 years who can provide a character reference.

The person you name must hold a managerial or personnel position in that organisation and have access to your records. Please ensure that you inform any educational/character referees that you have given their name, and confirm that they are happy to provide a reference.

The employment referees provided will be asked if you have any live disciplinary offences and also about any 'time expired' disciplinary offences where they relate to children. They will also be asked if you have been subject to any child protection concerns, and if so, the outcome of any enquiry or disciplinary procedure.

Where you are not currently working with children or vulnerable adults but have done so in the past, you are required to nominate a referee from the organisation where you were most recently employed to work with children or vulnerable adults as one of your nominated referees. If you are recommended for appointment in these circumstances we will then seek to gain your current employer as a referee. Failure to comply with these instructions may cause a delays in your application.

PLEASE NOTE THAT Illuminate Care Group reserves the right to ask you for permission to contact a referee from any organisation you have been associated with. This can be in addition to, or instead of, the names you supply. No referee you give should be related to you.

Referee from Present or Last Employer/Voluntary Organisation (see guidance above)

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| Referee Name: | | Job Title: | |
| | | Telephone Number: | |

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| Address (including postcode): | | Length of time known: | |
| Email Address: | | Type of reference: | Employer/Educational/ Character (delete as appropriate) |
| Second Referee (This should be your previous employer – see guidance above) | | | |
| Referee Name: | | Job Title: | |
| Address (including postcode): | | Telephone Number: | |
| | | Length of time known: | |
| Email Address: | | Type of reference: | Employer/Educational/ Character (delete as appropriate) |
| Additional Referee – Please provide an additional referee if neither of the two referees above have known you for a period of 3 years or more (see guidance above) | | | |
| Referee Name: | | Job Title: | |
| | | Telephone Number: | |

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| Address (including postcode): | | Length of time known: | |
| Email Address: | | Type of reference: | Employer/Educational/Character (delete as appropriate) |

| SECTION I | Further Information | |
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| 1. | Your job may require you to travel around the Borough. Would this present any difficulty for you? | Yes / No |
| 2. | Are you subject to any legal restrictions in respect of your employment in the UK? You will be required to provide evidence of your eligibility to work in the UK and any information given may be checked with the Home Office or the Immigration Service. | Yes / No |

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| <p>3. Are you subject to a sanction or have you been at any time barred or subject to an investigation from working with children or vulnerable adults by any Governing Body.</p> | <p>Yes / No</p> |
| <p>If you have answered 'yes' to questions 1, 2, 3 on the previous page please give details below:</p> | |
| <p>4. Criminal Convictions:</p> <p>You are required to declare any spent or unspent convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).</p> <p>The information you provide under this section will not be used for shortlisting purposes but will be discussed at interview if Illuminate Care Group considers it is relevant to the position you are applying for.</p> <p>Have you any spent or unspent convictions, cautions, reprimands or final warnings that are not 'protected' to declare?</p> | <p>Yes / No</p> |

| SECTION J | Declaration |
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| <p>I declare that, to the best of my knowledge and belief, the information given on this application form and supplied with it, is correct. I understand that any subsequent contract of employment with the Illuminate Care Group will be made only on this basis, and that, if I falsify or deliberately omit any relevant information I could be dismissed.</p> <p>Signature: _____ Date: _____</p> | |

Please return your completed application form

By email to: recruitment@illuminatecaregroup.co.uk

Risk Assessment Matrix for Job Roles

Below is a **Risk Assessment Matrix** outlining common risks associated with various job roles within Illuminate Care Group.

The matrix evaluates risks based on **Likelihood (L)** and **Impact (I)**, with a **Risk Rating (R)** calculated as **L x I**.

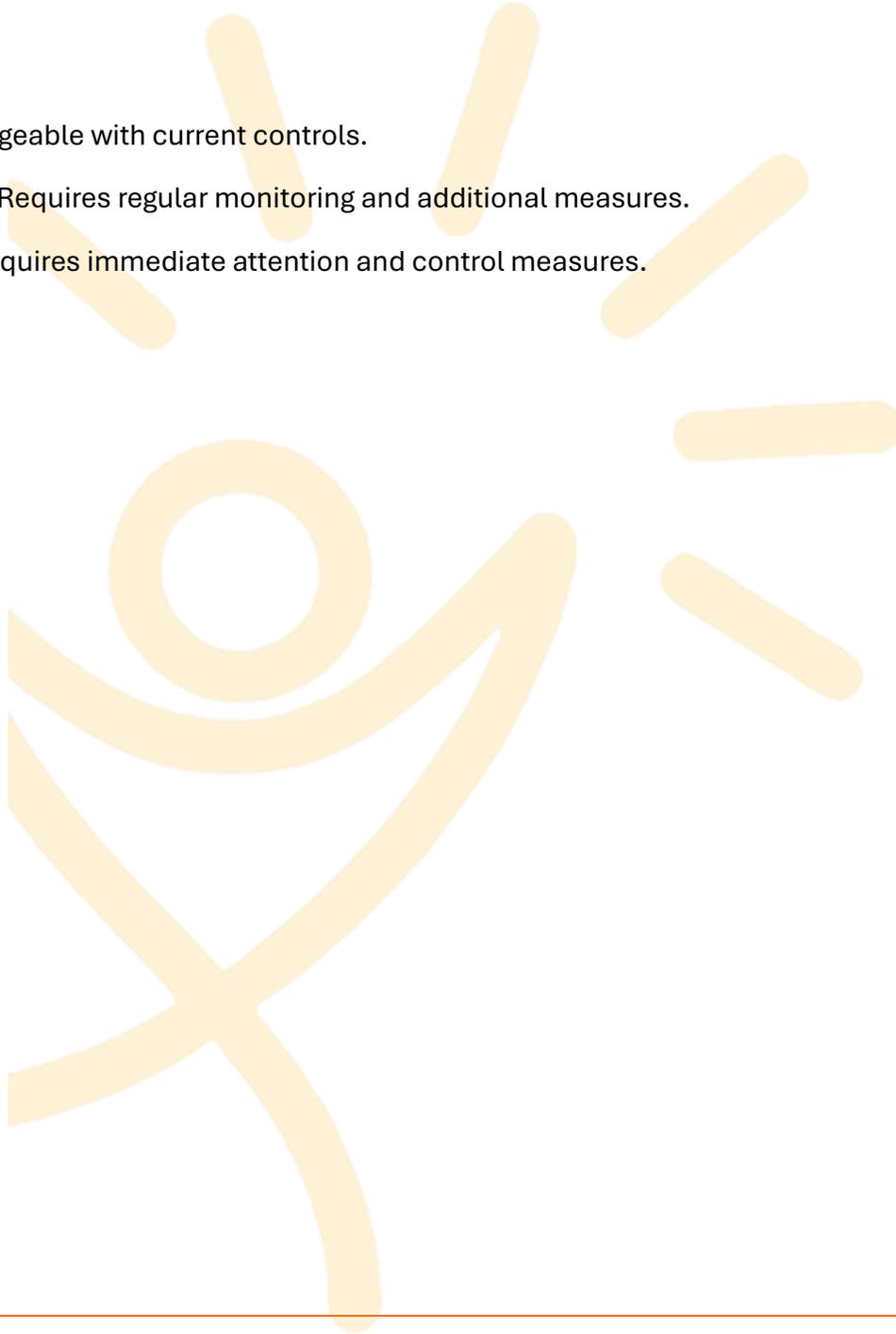
Mitigation strategies are also included for each identified risk.

| Job Role | Potential Risks | Likelihood (L) | Impact (I) | Risk Rating (R) | Mitigation Strategies |
|----------------------------|---|----------------|------------|-----------------|--|
| Level 1 / 2 | <ul style="list-style-type: none"> - Physical injury (manual handling, challenging behaviour) - Emotional stress - Infection risk (e.g., illness from service users) | 3 | 4 | 12 | <ul style="list-style-type: none"> - Manual handling and behaviour management training - Access to counselling/support services - PPE and hygiene protocols |
| Level 3 | <ul style="list-style-type: none"> - Staff supervision-related stress - Safeguarding investigations - Dealing with emergencies | 3 | 4 | 12 | <ul style="list-style-type: none"> - Leadership and stress management training - Clear escalation and safeguarding protocols |
| Trainer | <ul style="list-style-type: none"> - Stress from public speaking - Ergonomic risks (extended computer use) | 2 | 2 | 4 | <ul style="list-style-type: none"> - Public speaking workshops - Provide ergonomic workstations |
| Therapist/Counselor | <ul style="list-style-type: none"> - Secondary trauma - Emotional exhaustion - Confidentiality breaches | 2 | 4 | 8 | <ul style="list-style-type: none"> - Regular clinical supervision - Clear confidentiality protocols - Mental health resources |

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| First Aider | <ul style="list-style-type: none"> - Exposure to infection - High-pressure decision-making | 2 | 4 | 8 | <ul style="list-style-type: none"> - Infection control training - Regular first aid refreshers |
| Domestic Worker | <ul style="list-style-type: none"> - Chemical exposure (cleaning products) - Slips, trips, and falls | 2 | 3 | 6 | <ul style="list-style-type: none"> - COSHH training - Provide non-slip footwear |
| Nominated Individual | <ul style="list-style-type: none"> - Stress from regulatory oversight - Reputational risk | 3 | 5 | 15 | <ul style="list-style-type: none"> - Access to support networks - Clear communication with regulatory bodies |
| Quality Assurance | <ul style="list-style-type: none"> - Repetitive strain from extended desk work - High-pressure audit schedules | 2 | 3 | 6 | <ul style="list-style-type: none"> - Ensure ergonomic work setups - Manage workloads effectively |
| Head of School | <ul style="list-style-type: none"> - Leadership-related stress - Safeguarding complexities - Dealing with escalated behavioural issues | 3 | 5 | 15 | <ul style="list-style-type: none"> - Access to professional support - Safeguarding training - Leadership development opportunities |
| Agency Worker | <ul style="list-style-type: none"> - Lack of familiarity with policies - Increased likelihood of errors in unfamiliar environments | 3 | 3 | 9 | <ul style="list-style-type: none"> - Comprehensive induction processes - Regular access to service manuals |
| Clinical Lead | <ul style="list-style-type: none"> - Managing high caseloads - Responsibility for complex decision-making | 3 | 5 | 15 | <ul style="list-style-type: none"> - Caseload monitoring systems - Peer and management supervision |

Risk Levels:

- **Low (1-6):** Manageable with current controls.
- **Medium (7-12):** Requires regular monitoring and additional measures.
- **High (13-25):** Requires immediate attention and control measures.



Control Measures for Medium and High Risks

Below is a matrix specifying the **control measures** for risks identified as **Medium** or **High** in the previous Risk Assessment Matrix.

| Job Role | Risk | Risk Level | Control Measures |
|--------------------|--|-------------|---|
| Level 1 / 2 | - Physical injury (manual handling, challenging behaviour) | Medium (12) | - Comprehensive manual handling and behaviour management training. - Use of safety equipment. - Regular risk assessments. |
| | - Emotional stress | Medium (12) | - Access to mental health resources and counselling services. - Regular supervision and debrief sessions. |
| | - Infection risk (e.g., illness from service users) | Medium (12) | - Ensure availability of PPE and adherence to hygiene protocols. - Provide infection control training. |
| Level 3 | - Staff supervision-related stress | Medium (12) | - Leadership and stress management workshops. - Accessible peer support and mentorship programs. |
| | - Safeguarding investigations | Medium (12) | - Clear safeguarding protocols and escalation pathways. - Regular safeguarding training for all staff. |
| First Aider | - Exposure to infection | Medium (8) | - Adequate PPE supply. - Infection control protocols and training. - Routine health monitoring for First Aiders. |

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| | - High-pressure decision-making | Medium (8) | - Regular first aid refresher courses. - Peer review and learning from past incidents. |
| Head of School | - Leadership-related stress | High (15) | - Access to professional coaching and counselling. - Delegation and workload management strategies. |
| | - Safeguarding complexities | High (15) | - Robust safeguarding frameworks and frequent training. - Regular audits to identify and mitigate safeguarding risks. |
| | - Dealing with escalated behavioral issues | High (15) | - Trauma-informed practice training for staff. - On-call therapeutic or crisis intervention specialists. |
| Nominated Individual | - Stress from regulatory oversight | High (15) | - Regular briefings on compliance expectations. - Build positive relationships with regulatory bodies to foster support. |
| Clinical Lead | - Managing high caseloads | High (15) | - Implement caseload management systems to distribute workload evenly. - Access to clinical supervision for emotional support. |
| | - Responsibility for complex decision-making | High (15) | - Peer consultation frameworks for shared decision-making. - Access to training for handling complex cases. |

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| Therapist/Counsellor | - Secondary trauma and emotional exhaustion | Medium (8) | - Access to regular clinical supervision. - Availability of professional development in resilience-building techniques. |
| Agency Worker | - Lack of familiarity with policies | Medium (9) | - Comprehensive induction process for new environments. - Easy access to service guides and policies. |
| Domestic Worker | - Chemical exposure | Medium (6) | - Provide COSHH training. - Regular inspections to ensure safe chemical storage. |

Summary of Control Measures:

- **Training:** Regular and comprehensive training on risks and management strategies.
- **Support Systems:** Mental health resources, peer support, and clinical supervision to manage stress and trauma.
- **Protocols:** Clear, accessible protocols for safeguarding, infection control, and crisis management.
- **Equipment:** PPE, safety tools, and ergonomic workstations as applicable.
- **Monitoring:** Routine audits and risk assessments to ensure compliance and identify emerging risks.

This structured approach ensures that **Medium** and **High** risks are managed effectively to minimize their impact on employees and service users.

Illuminate Care – Pay Spine

| Role | Service Area | Pay Point 1 | Pay Point 2 | Pay Point 3 | Notes / Progression Criteria |
|--|------------------------------|-------------|-------------|-------------|--|
| Support & Transition Mentor (18+) | 18+ Support Services / NEET | £25,162 | £28,000 | £29,000 | Includes life skills delivery |
| Teaching Support Assistant | Education | £19,000 | £24,000 | £25,000 | Dependent on qualifications and support load |
| Admin / Compliance Officer | Central Support | £25,000 | £27,000 | £30,000 | Based on the scope of responsibilities |
| HR / Finance Assistant | Central Support | £24,000 | £26,000 | £28,000 | Progression linked to qualifications and reviews |
| Tutor | Education | £24,000 | £27,000 | £32,000 | Based on qualifications and teaching load |
| Support Mentor | Supported Accommodation | £25,162 | £28,000 | £29,000 | Based on experience and training – sleep-in rate @ £60 per night |
| Care Practitioner | Residential | £28,000 | £29,000 | £32,000 | Based on experience and training – sleep-in rate @ £60 per night |
| Registered / Service Manager | Residential / Supported Acc. | £50,000 | £52,500 | £55,000 | Based on registration, leadership & Ofsted outcomes |
| Referrals & Strategic Lead | Central Support | £32,000 | £35,000 | £38,000 | Based on scope and caseload |
| Field Supervisor | Supported Acc. | £30,000 | £32,000 | £34,000 | Based on Qualifications and performance |

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|--|---------------------|---------|---------|---------|---|
| Deputy / Cluster Manager | All Services | £34,000 | £36,000 | £38,000 | Based on performance and service growth |
| EHCP & Attendance Lead | Education Strategic | £34,000 | £36,000 | £38,000 | Based on case load and responsibilities |
| Specialist Service / Therapist | Company wide | £28,000 | £32,000 | £38,000 | Based on case load and responsibilities and caseload |
| Head of School | Service-Specific | £38,000 | £40,000 | £45,000 | Based on service responsibility and strategic oversight |
| Registered Manager & TCI Lead | Strategic | £50,000 | £50,000 | £60,000 | Based on service responsibility and strategic oversight |
| Responsible Individual | Company-Wide | | £60,000 | £65,000 | Registration dependent |
| Nominated Individual | Company-Wide | | £60,000 | £65,000 | Registration dependent |

Combined Roles – Individual Assessment & Crossmatch Approach

At Illuminate Care, we recognise that some team members may hold combined roles that span across different service areas or responsibilities — for example, a support mentor who also delivers education, or a deputy who takes on administrative duties.

To ensure fairness and clarity, combined roles are assessed on an individual basis, taking into account:

- The duties carried out across both roles
- The level of responsibility and accountability within each area
- The time split and functional expectations

- Any specialist skills, training or leadership elements involved

We use a crossmatch approach to align pay and expectations with the most appropriate points on the respective pay spines. This ensures that staff are recognised and rewarded for the scope and complexity of **their** role, without duplicating responsibilities or compromising service quality.

Each combined role will be reviewed with the relevant managers and HR, ensuring it reflects the unique contribution of the individual, while remaining consistent with organisational standards and budget planning.

