

Excelcare
Careers



Welcome to our caring family!

Your guide to a career in caring with Excelcare

You will need:

A caring heart and a heartwarming smile

With 32 care homes across Cambridge, Essex, London and Milton Keynes, as well as a homecare service based in Tower Hamlets and our Support Office in Bromley, we are always looking for caring, kind and committed people to join our family.

Would you like to become part of our friendly and compassionate team?

Do you have a kind heart?

Caring is the essence of Excelcare, and we are on the lookout for people who will care for the residents in our homes as much as we do.

Do you want to feel appreciated?

We see every member of our team as a member of our family and we take every opportunity to express our gratitude for all that they do, be this through surprise gifts, our annual appreciation days or simply saying 'thank you for all you do!'

Do you have a passion for learning & developing?

A career with Excelcare will see many new opportunities open up to you - our career pathways offer a variety of tailored training courses to transform your passions into the necessary skills. We offer eLearning, leadership programmes, fully funded apprenticeships and many more resources that will help you reach new heights!



Join us and receive:



Highly competitive rates and salaries



Contributory pension scheme



Uniform provided



Excelcare Awards



DBS paid for



Long term service awards



Team appreciation days

976

Team members
have built long term
careers of over 5
years

94%

Of our team say
that their job
is fulfilling and
enjoyable

But don't just take our word for it...



Support Office team member

"In my previous job, I felt like I was pushing products for company profit. But here at Excelcare, I love that my role positively impacts the lives of the people we care for as well as their loved ones. Seeing the positive feedback is genuinely satisfying, and it is great to know that families are happy with the care that their loved ones are receiving."

"The thing I love the most about working in care is that no two days are the same. The job utilises so many of my skills and so much of my pre-existing knowledge as well. I feel like I'm making a positive difference - I love being able to use my creative side to improve the wellbeing of the people living in the home. We are always running projects and doing activities that enrich residents' lives and give a real sense of community and belonging."

Healthcare Assistant



Healthcare Assistant

"I am inspired each day by the responses that I get from the residents, be it them asking me questions or making me laugh. For me, it doesn't feel like a job, but rather feels just like being with my family. When I sit down and talk to the residents, I feel like I'm talking to my mum, or my sister."



We support people to live a happy and fulfilled life, every day...



"The level of care I receive is first class. I cannot find anything to complain about. All the carers are incredibly friendly and treat me so kindly."

Castlemead Court, Milton Keynes

"From my arrival to departure I was treated with respect and genuine care by the wonderful team. I really hadn't wanted to go in for respite care, but I can honestly say that I am incredibly grateful. They made it easy to settle and relax under their care. My room was comfortable and the food felt like home."



Sherrell House, Essex



"My stay has been extremely good as has the team. Everyone is kind, caring and considerate, and I feel at home here. It is a pleasure to have known them all."

Hunters Down, Cambridge

... and families know that their loved ones are in safe hands!



"Mum is cared for with respect, compassion and professionalism. She has a lovely, bright room that is kept clean and the nursing team are close by. The team go the extra mile to ensure visitors feel very welcome."

Daughter, Park Avenue

"Moving dad into Fitzwilliam House was the best thing I could ever have done for him. I am so grateful for the compassion and care shown to him by the amazing team, led by the manager. I would not hesitate to recommend this residential care home to anyone."



Daughter, Fitzwilliam House



"I need to say a big thank you to everyone at Castlemead for the excellent care that my dad received. It was a difficult time for Dad who had never lived communally before and, at the same time, was coping with dementia. It was, however, the best and safest place for him to be, and it was a privilege for me to have known you all."

Daughter, Castlemead Court

No experience necessary...

So, you're a beautician and don't know how you can help? Marjorie loves to have her nails done and thrives on having chats.

Marjorie needs YOU!



Your time as a mechanic has been great, but you don't have much work right now – Harry was a mechanic, too, and despite living with dementia, he knows a carburettor from a head gasket, and loves to chat about his work whilst being helped with his meals.

Harry needs YOU!



We need people who care, who put the customer first and support people with kindness and a smile... Please do not worry about experience in care - if you have the right attitude, a kind heart, an honest approach and a willingness to learn, we can support you to support people just like Marjorie and Harry.

Your career pathway

As part of the Excelcare family, you will enjoy a career where you can progress, feel secure, and feel an enormous sense of personal achievement from knowing you are helping other people.

Whether you are looking for a career change, thinking of returning to the social care sector, or beginning a new career straight from school or college, there are always opportunities with Excelcare.

There are many different career paths in care; our Care Assistants support people with their daily routines, while Lifestyle Coordinators organise meaningful activities and entertainment to bring smiles to people every day. Our nurses work as a team to ensure every person is as healthy and comfortable as possible, while our dedicated kitchen teams provide delicious hot meals three times a day. In addition, our management and administrative team members ensure all of the appropriate paperwork is in place for each individual, and ensure smooth-running of our care homes.

We have developed our very own Career Pathway which has been designed to provide a progression within each role. Our Career Pathway provides each team member with opportunities to develop towards becoming a degree-level professional.



Is Excelcare the right place for you?

- I am passionate about helping people with their day-to-day tasks
- I want to help combat loneliness among older people
- I'm considering a change in career and a role in care appeals to me
- I want to give back to my local community
- I have strong customer service skills
- People describe me as being kind and compassionate
- I am known to be a dedicated and reliable person to work with

If you have ticked **any** of these boxes, then we'd love to hear from you!

Joining the Excelcare family



Welcome to our family!

Congratulations, the role is yours! Once all the paperwork and checks have been completed, we will agree on a date to start your induction.

Your interview is booked

This will give you an opportunity to learn more about the role, and us an opportunity to learn even more about you.

We'll notify you about the outcome as soon as possible, and let you know if we require any further stages.

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Success!

Success!

You confirm your details

We want to bring you on board! But first we need you to provide:

- Proof of right to work in the UK
- Proof of address
- Details of your referees
- Details for a DBS (criminal record) check

You apply

You think this could be the place for you - you visit our careers website and follow the application process.

A member of our team will contact you within 48 hours to discuss your application in more detail.

START YOUR JOURNEY HERE

Whatever your role, you'll play an important part in improving the lives of older people every day! Visit careers.excelcareholdings.com or email us at recruitment@excelcareholdings.com to find your perfect place in the Excelcare family.



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Discover your new career with Excelcare today!

If you have any further questions, please:

Visit our website at careers.excelcareholdings.com

Or email recruitment@excelcareholdings.com

Please note that the photos in this booklet were taken prior to the COVID-19 pandemic, and thus the behaviour and dress-code of team members and residents reflects this. We would like to take this opportunity to reassure you that throughout the COVID-19 pandemic, our care homes have taken all necessary precautions whilst closely monitoring COVID-19 guidelines which have been released by the Government, Public Health England and the Care Quality Commission (CQC), to ensure that we keep everyone involved with our services safe, and that each of our team members are supported to continue their work in providing the highest quality care in the safest way possible.