



01844 221 200
office@coociassociates.co.uk

Hayley Durbin

Registered Manager

Location: Aylesbury, Buckinghamshire

Skills & Attributes:

- Extensive management experience, providing HR support and guidance to the business and clients with directly employed care packages ensuring compliance with CQC and Employer regulations.
- Considerable knowledge and skills working with children, young people and adults with complex needs in a variety of settings and contexts. Has worked with clients who have experienced brain injury, neurological disorders, spinal injuries and dementia.
- Hayley works methodically, with good organisational skills developed in a variety of deadline orientated situations and ensures tasks are completed and monitored.
- Hayley has a focus on professional development and learns from experience and reflective practice. Hayley keeps up to date with current regulations, legislation and best practice and is keen to undertake training, seminars and webinars to keep knowledge and skills relevant and up to date.
- Has a strong work ethic, quickly builds a good rapport with service users of all levels and takes pride in being approachable. Hayley strives to ensure all service users are provided with a high-quality service.

Employment History:

COOCI Associates LLP 2016 to Present – Registered Manager /HR Management

- Responsible and accountable to ensure that COOCI Associates is compliant with the Health and Social Care Act, CQC and any Local Authorities the business is contracted with.
- Committed to safeguarding of vulnerable adults and children.
- Ensures policies and CQC guidance is adhered to for safer recruitment and recruitment administration, DBS, right to work, appropriate training and regulatory compliance.
- Audit, monitor, review and carry out/arrange training, supervisions, appraisals and professional development support.
- Ensures adherence to equality and diversity in line with recruitment and in the workplace settings.
- Manages compliments, complaints, accidents, safeguarding, CQC notifications and ensures information is recorded appropriately and informs quality improvement.
- Keeps up to date with changes in legislation and best practice ensuring that all appropriate information is disseminated to staff and support workers.
- Compliance, monitoring and responding to GDPR legislation within COOCI Associates and directly employed care packages.
- Ongoing management and support of care packages.



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- Works closely with insurers within the parameters of Employment Law, including investigations, appeals and dismissal meetings of directly employed care packages.
- Budget management.

COOCI Associates LLP 2012 to Present – Quality Assurance Manager

- Understanding of CQC requirements & compliance responsibilities for COOCI Associates.
- All policies and procedures including updates, implementation and usage.
- Service user feedback and surveys.
- Correlation of complaints, accidents, safeguarding reports and feedback to partners.
- Audits, including spot checks at client property.
- Correlation of in-house eLearning training for COOCI Associates' staff
- Management of HR files for COOCI Associates' staff and directly employed support workers, including reminders of supervisions and training requirements.

COOCI Associates LLP 2012 to 2019- Assistant Case Manager

- Supporting clients, both adults and children, with complex disabilities.
- Co-ordination of multidisciplinary teams.
- Supporting clients and families in the following: accommodation adaptations, equipment, setting up and managing community care teams, holiday arrangements, vehicle procurement, benefit applications, returning to work.
- Liaison with professionals, including solicitors, financial deputies, therapists and clinicians, as appropriate, on the client's behalf.

Directly Employed 2011 – 2012 – Support Worker

- Providing support to an adult with spinal cord injury.
- Working closely with therapy teams and case managers in delivering a bespoke plan of care and rehabilitation to my client.

Directly Employed 2009- 2011 – Team Leader

- Providing support to an adult with spinal cord injury at home and frequent holidays abroad.
- Working closely with therapy teams and case managers in delivering a bespoke plan of care and rehabilitation to client.
- Management of medication, rota, sick leave, medical stocks, 8 x team members, care plan and risk assessments.

Qualifications and Training:

Qualifications

- Level 3 Advanced Clinical Audit (2015)
- Level 5 Diploma in Leadership for Health and Social Care and Children and Young Peoples Services – Adult Management (2016)
- CQC Registered Manager (2016)
- CIPD Level 5 Diploma in Human Resource Management (2020)
- Fire Marshall



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Training

- Medication Administration Assessors Course
- Gastrostomy Medication Assessors Course
- Mandatory Training
- Brain Injury - Various
- Spinal Cord Injury - Various
- Well-Led Programme
- Values Based Interviewing
- CQC Compliance Workshop
- Registered Managers Network Meetings

Interests and Hobbies:

Outside of work I have a passion for arts and crafts. I particularly enjoy creating acrylic paintings, concrete sculptures and card making. In my free time I enjoy baking, spending time with my family and looking after my pets.

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