SweetTree
Home Care Services

Support Manager, Brain Injury & Neurological Conditions Service

POST: Support Manager, Brain Injury & Neurological Conditions Service

RESPONSIBLE TO: Operations Director / Service Lead, Brain Injury & Neurological Conditions Service

PURPOSE OF POST: To assess, set-up and maintain care support packages for clients with Brain Injury and/or Neurological Conditions, including some of our more complex, higher-risk packages involving behaviours that challenge, 24/7 support and delegated healthcare tasks. The role works closely with families, ICBs, Local Authorities, self-funders, case managers, multi-disciplinary teams (MDT) and clients involved in medico-legal cases to provide high-quality holistic care and support. Experience working with MDT's and families, sound decision making under pressure and the ability to prioritise a varied case load are key to this role.

KEY RESPONSIBILITIES:

- Manage a varied case load, including complex and higher-risk packages, delivering a high quality, client-centred approach with an emphasis on quality of life for those with Acquired Brain Injury or Neurological Conditions
- Conduct thorough needs and risk assessments and prepare care and support plans, keeping them updated to reflect each Client's individual needs
- Contribute to the assessment, mobilisation and ongoing management of complex packages with the Operations Director / Service Lead, ensuring referrals are suitable and packages are set up safely
- Undertake and review behaviour support plans and safeguarding documentation in line with current guidance and best practice, and contribute to escalation planning and incident reviews with the MDT
- Act as a key point of contact for Case Managers, MDT members, NHS professionals, Commissioners and families, attending MDT meetings and safeguarding reviews as required
- Monitor and evaluate outcomes and quality of care packages using the Outcome Measuring Tool
- Play a key part in embedding SweetTree technology, including SweetTree Connect and SOMA (our in-house monitoring tool), championing its use with support workers to deliver personalised care, improve client outcomes and keep MDTs and families informed
- Actively participate in the recruitment of support workers, ensuring the right skillset is matched to clients with complex needs
- Carry out regular support worker supervisions, appraisals and performance reviews, including reflective practice for those supporting complex clients
- Support and deliver training for new and existing support workers, including competency sign-offs relevant to complex care
- Work with the team to develop and lead the marketing and networking of the Service, sharing knowledge from conferences, workshops and stakeholder events
- Participate in the Emergency Out of Hours / On call rota
- Work collaboratively with the brain injury team to promote a cohesive work environment

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OFFICE RESPONSIBILITIES

- Take Brain Injury/Neuro referrals and enquiries, logging information, giving advice and following up as appropriate
- Answer telephone calls and take messages in the SweetTree office
- Ensure data on our care systems is accurate and up to date for client invoices and support worker payments
- Attend SweetTree and Brain Injury Service meetings, contributing to complex case reviews where required

COMPANY RESPONSIBILITIES

- Preserve the independence & dignity of all clients
- Ensure SweetTree maintains its reputation as a premier provider of care & support, contributing to the development of the service and promoting a positive image of Clients and SweetTree
- Promote equal opportunities, respect diversity, different cultures and values
- Work in accordance with your job description, contract of employment, SweetTree policies and guidelines, and the Health and Safety at Work etc. Act 1974
- Maintain confidentiality and observe data protection guidelines
- Participate in internal and external training courses and seminars
- Carry out any other duties as stipulated by the Director team

SKILLS AND EXPERIENCE

- Excellent organisational skills, with a calm, methodical approach and acute attention to detail
- Ability to work autonomously and productively as part of a team
- An understanding of case management and medico-legal funding management
- Knowledge of legislation relevant to the sector, including capacity and consent
- Ability to communicate clearly and tactfully at all levels, verbally and in writing
- An understanding of the challenges faced by Support Workers
- An understanding of the psychological, physical, cognitive and emotional challenges a case load of this type entails
- Confidence managing complex packages, including behaviours that challenge, 24/7 support and delegated healthcare tasks such as PEG, epilepsy and medication support
- An understanding of positive behaviour support and safeguarding, including incident investigation
- Ability to travel to Client assessments, reviews, facilitations, spot checks and observations

ATTRIBUTES

- Sound Decision Making, including under pressure
- Evidence based practice
- Clear verbal communication
- Clear written communication
- Complaint and investigation skills

- People Management Skills
- Conflict resolution
- Teaching and presentation skills
- Responsibility, reliability and integrity
- Accurate documentation skills
- Information analyses
- Risk management and escalation

ESSENTIAL CRITERIA

- Experience working in the community with people who have a brain injury or long-term neurological condition, including undertaking assessments and reviews for those requiring complex care
- Proven experience managing or supporting complex packages involving behaviours that challenge, 24/7 support or delegated healthcare tasks
- Experience working with MDT's and families, with sound decision making and the ability to prioritise a varied case load
- Experience of safeguarding processes and accurate documentation in line with CQC requirements

DESIRABLE CRITERIA

- A relevant professional qualification such as social work, occupational therapy, psychology, speech and language therapy or nursing
- Experience managing or working with packages involving delegated healthcare tasks, e.g. PEG or epilepsy care
- Experience of positive behaviour support approaches, ideally with PBS training such as Proact-SCIPr
- Full UK driving licence and access to a vehicle

WORKING CONDITIONS: Working hours will be 37.5 weekly (with participation in the Out of Hours on-call rota). Terms and conditions of employment are as per your employment contract and staff handbook

DRESS CODE: A smart casual appearance is required at all times with sensible footwear