

## **Support Manager, Brain Injury & Neurological Conditions Service**

**POST:** Support Manager, Brain Injury & Neurological Conditions Service

**RESPONSIBLE TO:** Service Manager, Brain Injury & Neurological Conditions Service

**PURPOSE OF POST:** To assess, set-up and maintain complex care support packages for clients with Brain Injury and/or Neurological Conditions. This involves working closely with families, CCG's, Local Authorities, self-funders, case managers, multi-disciplinary teams (MDT) as well as clients involved in medico-legal cases to provide high quality holistic care and support. Experience working with MDT's and families is a key component of this role as is sound decision making and the ability to prioritise and manage a varied case load.

### Key tasks:

- Manage a client case load of varying complexity ensuring a high quality, client-centred approach is delivered with an emphasis on quality of life to those with Acquired Brain Injury or Neurological Conditions
- Conduct thorough needs assessments, including risk assessments, prepare care and support plans ensuring they are regularly updated to reflect the Client's individual needs
- Actively participate in the recruitment of support workers
- Prepare, attend and engage in regular support worker supervisions, appraisals and performance reviews accepting and providing constructive feedback
- Support and deliver training for new and existing support workers to provide high quality care and support for all Clients
- Work with the team to develop and lead the marketing and networking of the Service
- Participate in the Emergency Out of Hours / On call rota
- Attend and share knowledge from conferences, workshops and key stakeholder events and Training support workers
- Work collaboratively with all members of the brain injury team to promote a cohesive work environment

### **OFFICE RESPONSIBILITIES**

- Be responsible for taking Brain Injury/Neuro referrals and enquiries. Logging information, giving advice and following up on enquiries and referrals as appropriate
- To actively answer telephone calls and take messages in the SweetTree office
- To ensure data input into People Planner is accurate and up to date for both client invoices and support worker payments
- To attend regular SweetTree meetings and Brain Injury Service meetings



## **COMPANY RESPONSIBILITIES**

- To preserve the independence & dignity of all clients
- To attend regular SweetTree meetings
- To ensure that SweetTree maintains its reputation as a premier provider of care & support to people in their own homes
- To promote equal opportunities, respect diversity, different cultures and values
- To carry out any other duties as stipulated by the CEO
- To work in accordance with your job description/contract of employment and any policies and guidelines of SweetTree Home Care Services
- To work in accordance with the Health & Safety Act 1974
- To maintain confidentiality and observe data protection guidelines
- To contribute to the overall development of the service and promote a positive image of all Clients and SweetTree Home Care Services
- To participate in training courses/seminars held internally and by outside agencies

## **SKILLS AND EXPERIENCE**

- Excellent organisational skills and a thorough approach to work
- A calm and methodical approach with 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 different levels, both verbally and in writing
- An understanding of the challenges faced by Support Workers
- Ability to travel to and from Client assessments, reviews, support worker facilitations, spot checks and observations etc.
- An understanding of the psychological, physical, cognitive, emotional changes and challenges that a case load of this type entails

## **ATTRIBUTES**

- Sound Decision Making
- Evidence based practice
- People Management Skills
- Conflict resolution
- Teaching and presentation skills
- Responsibility, reliability and integrity
- Clear verbal communication
- Clear written communication
- Complaint and investigation skills
- Accurate documentation skills
- Information analyses

## **ESSENTIAL CRITERIA**

- Experience working with people who have sustained a brain injury or a long-term



neurological condition in the community

- Proven experience of undertaking assessments and reviews and understanding of the needs of people who have sustained a brain injury or long term neurological condition who require complex care
- Experience working with MDT's and families is a key component of this role as is sound decision making and the ability to prioritise and manage a varied case load

#### **DESIRABLE CRITERIA**

- A relevant professional qualification such as social work, occupational therapy, psychology, speech and language therapy or nursing etc.

**WORKING CONDITIONS:** Working hours will be 37.5 weekly 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