



Learning Disabilities Support Manager

SERVICE USER GROUP: Providing care & support for adults with learning disabilities and other associated conditions

RESPONSIBLE TO: Learning Disabilities Service Manager

PURPOSE OF POST: To work as part of a team providing high quality care and support to Service Users to remain independent in their own homes, reflection the objectives of the SweetTree Charter & Philosophy of Care. To participate in managing and developing the Learning Disabilities Service

MAIN RESPONSIBILITIES: Principles duties may include but are not limited to the following:

Management

- To ensure a high-quality service that are person-centered and deliver opportunities for independence for individuals with learning disabilities
- To work closely with the Special Project Manager, PBS Service Manager & Care Coordinator to ensure smooth day to day running of the service, including preparing rotas on a weekly basis and attending to emergencies
- To participate in recruitment and training of the Learning Disabilities support workers
- To support and train new and existing support workers to provide high quality care for Learning Disabilities service users
- To ensure the safe delivery of services for the Learning Disabilities user group.
- To conduct 1:1 meetings, facilitations and annual appraisals for Supervisors, Seniors, Coordinators and support workers
- To take part in the on-call rota
- To feedback information to the Special Project Manager regarding the quality of care being delivered to a service user
- To carry a case load/ case management of service users.
- To work alongside the Special Project Manager and PBS Service Manager to develop and lead the marketing and networking of the Learning Disabilities Service.
- To develop links with other professionals and work closely with social services inn delivering a high-quality service to those with learning disabilities

Service User responsibilities

- To carry out assessments, including risk assessments, of all new service users



- To write up support plans for service users with the care package.
- To carry out regular Service User reviews, update assessment and care plans
- To introduce staff to new packages
- To develop links with other professionals and work closely with social services and other professional services to successfully manage our care packages
- To provide relevant reports writing to assist other professionals. This may be for a regular update of a service user's progress
- To act as emergency support worker when a shift needs cover (such as in cases of sickness)
- To provide skilled staff to support service users in other residential settings. These may include in day services, residential/nursing homes, hospitals and other relevant settings.

Office responsibilities

- To ensure data input on the People Planner ensuring accurate information both for accurate payment of carers and preparation of invoices
- To maintain up to date records and documentation for both service users and support workers
- To attend regular SweetTree meetings and Learning Disabilities Team meetings
- To participate in answering office telephone calls
- To be involved in debt collection ensuring debts are quickly identified and cleared.

Company responsibilities

- To preserve independence & dignity of Services User's as much as possible.
- To attend regular SweetTree meetings.
- To ensure that SweetTree maintains its reputation as a premier provider of care and support to people in their own homes.
- To promote equal opportunities and respect diversity, different cultures and values.
- To carry out any other duties as stipulated by the Learning Disabilities Service Manager.
- 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 the service users and SweetTree Home Care Services.
- To participate in training courses/seminars held internally and by outside agencies.
- To prepare, attend and engage in regular facilitations, appraisals and performance review accepting and providing constructive feedback.



Essential Skills, Experience & Attitude:

- Previous experience working with adults with learning disabilities
- An ability to keep up to date with current issues relating to people with learning disabilities
- An understanding of how health and social care is structured
- Knowledge of legislation relevant to the Learning Disabilities Sector
- An understanding of the challenges faced by Learning Disabilities Support workers
- Experience and training in working with adults who have learning disabilities
- Experience in being able to liaise with outside agencies and other professionals
- Experience of working positively in a diverse environment
- Proficient in the use of the Microsoft Office package (Word, Excel, Outlook and Access)
- Be able to communicate clearly and tactfully at different levels, both orally and in writing
- Excellent organisational skills and a thorough approach to work
- Be able to work autonomously and productively as part of a team
- Physically fit and able to undertake safe manual handling practices
- Preferably have an NVQ or ILM level 4 or 5 or an RMA

Desirable Skills:

- Strong presentation skills

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. Jewellery must be kept to a safe minimum.