

Young Persons Support Manager

RESPONSIBLE TO: Director of Specialist Services

PURPOSE OF POST: To provide premium, high-quality care and support to SweetTree's young person's clients (13+) and to create positive outcomes in people's lives. To holistically drive and grow SweetTree's Young Persons Service as an effective, high-quality offering amidst the Learning Disability/Brain Injury services. To effectively manage, engage and promote best practice to a remote Support Worker team. To ensure a high level of compliance to SweetTree's Quality Assurance markers and to play a key role in ensuring relevant company KPI's are met.

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

- Responsible for ensuring a high quality, safe, client-centred approach to all assigned clients, 'young persons' or otherwise, with an emphasis on goal attainment and quality of life.
- Accountable for KPI's relating to relevant identified area in the four company KPI areas (i.e. Financial/Client/Employee/Service)
- Responsible for carrying out regular Client reviews, daily support record audits and ensuring care plans are in place and compliant with company policy.
- Responsible for escalating and managing any Complaints, Concerns and Incidents assigned by the Specialist Services Director effectively.
- To develop links with other professionals and work closely with public bodies and other key external stakeholders to grow and deliver a high-quality service to Young Persons.
- To be involved as and when required supporting other departments young person's packages of care.
- Responsible for managing any assigned enquiries with professionalism and enthusiasm, contributing to the growth of the Young Persons service.
- Responsible for carrying out assessments, including risk assessments, of new enquiries.
- To attend the Complex Care Panel upon request and escalate complex enquiries, or the development of complexities within the existing client base.
- Responsible for onboarding new clients with an exceptional focus, introducing support workers, promoting best practice, and regularly reviewing all elements of a new clients support to provide the best chance of ongoing care package stability.
- Accountable for best-practice coordination of care packages, utilising and managing an any identified coordinator to create required contingencies and an effective and compliant service.
- Responsible for the management of assigned Support Workers, Assistant Managers and Coordinators (when relevant), empowering them to provide high quality care for clients across the service.
- To work with the Director of Specialist Services, Registered Manager and Head of Training to ensure Young Persons related training, policies and procedures is of the highest quality.
- To deliver direct Specialist Training sessions as and when required.
- Responsible for conducting facilitations, appraisals and to oversee career pathways/utilisation/performance for those who come under management responsibilities.

- Responsible for interviewing new assigned Support Worker applications and assuming a key role in their journey from recruitment to active Support Worker.
- To work closely and effectively with the wider team and to cover any assigned managers workload during absence, including creating relevant handover documents for planned absences to ensure continuity of support.
- To take part in the on-call rota and partake in on-call responsibilities.
- To attend required internal SweetTree meetings and Learning Disabilities Team meetings.
- To be a brand ambassador, promoting a positive image and playing a key part in ensuring SweetTree maintains its reputation as a premier provider of care.
- To promote equal opportunities and respect diversity, different cultures and values.

Essential Skills, Experience & Attitude:

- Previous experience working with young people with learning disabilities/brain injuries
- 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 young people.
- Knowledge of Young Persons specific training/best practice.
- 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, Teams)
- 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
- Experience of managing people.

Desirable Skills:

- Strong presentation skills
- Preferably have an NVQ or ILM level 4 or 5 or an RMA

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.