

Assistant Support Manager

POST: Assistant Support Manager

PURPOSE OF POST: To support the Support Manager's role in providing high quality care and support to SweetTree clients and assist in managing the Support Worker team. To assist in ensuring a high level of compliance to SweetTree's Quality Assurance markers and to play a supporting role in ensuring relevant company KPI's are met.

RESPONSIBLE TO: Brain Injury Support Manager

PRINCIPAL DUTIES MAY INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- To help ensure high quality, client-centred approach to all clients with an emphasis on goal attainment and quality of life.
- Responsible for auditing the enactment, accuracy and day to day delivery of support as dictated by the Support Plans, including, but not limited to, specific outcome monitoring and medication provision.
- Responsible for auditing Daily Support Records and escalating any concerns to the Support Manager.
- Responsible for delivering any regular client care related reports to third parties (e.g. Solicitors/Case Managers/Local Authorities) when required.
- To assist the Manager in undertaking spot checks and client reviews, as required.
- To participate in needs assessments, including basic risk assessments, assisting in the preparation of care and support plans ensuring they are regularly updated to reflect the individual Client's needs.
- To assist the Manager in any administrative task required in relation to client or support worker support, including the upkeep of up-to-date documentation and notetaking for investigation meetings.
- Responsible for maintaining and updating the care certificate log sheet for new support workers joining the service during their probation period, ensuring the 12 week target is met.
- Responsible for support worker competency spot checks and probation reviews.
- To take a pro-active role in developing Support Workers practical ongoing Learning & Development and assisting the Manager in identifying and overseeing any performance management issues.
- To assist the Manager in performing interviews and take a leading role in cross-service interviews, as required
- To assist the Manager in undertaking facilitations for Support Workers, as required
- To assist in ensuring the coordination of packages and shift delivery is effective.
- Responsible for helping answer the New Enquiry Line and being the first point of contact for managing new enquiries, prior to escalating to managers and accurately

inputting details onto the CRM system

- To act as the ultimate backup contingency in providing emergency client support for uncovered daytime shifts.
- To participate in the On-call Out of Hours service rota as required
- To actively answer telephone calls in the SweetTree office.

PERSON SPECIFICATION

Essential Experience, Skills or Attitudes:

- Essential - Experience working with people who have sustained a brain injury or long-term neurological conditions such as Huntington's disease, Motor Neurone Disease. Multiple Sclerosis to name a few.
- Essential – Experience of working in a team within a pressurised, fast changing environment
- Desirable - A relevant professional qualification such as social work, occupational therapy, psychology, speech and language therapy, nursing.
- Desirable – Experience of working as a support worker in the community and understanding the challenges faced.
- Desirable – A relevant administrative/IT qualification
- A 'doer' type attitude that does not shirk away from challenges
- Strong interpersonal skills and ability to motivate a remote workforce.
- Strong dispute resolution skill and ability to remain calm under pressure.
- Experience of working positively in a diverse environment
- Ability to communicate clearly and tactfully at different levels, both verbally and in writing.

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. No trainers or jeans are to be worn unless relevant to that expected by the service user group.