



Live-In Manager (GHC)

RESPONSIBLE TO: Operations Director

PURPOSE OF POST: To provide premium, high-quality care and support to SweetTree's Home Care clients and to create positive outcomes in people's lives. 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 with an emphasis on goal attainment and quality of life.
- Accountable for KPI's relating to the Live-In service in the four company KPI areas (i.e. Financial/Client/Employee/Service)
- Responsible for carrying out regular live-in 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 to the live-in manager.
- To develop links with other professionals and work closely with public bodies and other key external stakeholders to deliver a high-quality service to those receiving live-in care.
- Responsible for managing any assigned enquiries with professionalism and enthusiasm, contributing to the growth and specialisation of the live in service.
- Responsible for carrying out assessments, including risk assessments, of new live-in enquiries.
- 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.
- To work in collaboration with ST connect supporting in establishing ST connect as part of the Live in Service delivery.
- Accountable for best-practice coordination of care packages, utilising and managing live-in supervisor to create required contingencies and an effective and compliant service.
- Responsible for the management of assigned Support Workers, Assistant Manager and live-in supervisor, empowering them to provide high quality care for clients across the service.
- Responsible for conducting facilitations, appraisals and to oversee career pathways/utilisation/performance for those who come under management responsibilities.



- Responsible for interviewing new assigned live-in Support Worker applications and assuming a key role in their journey from recruitment to active Support Worker.
- To provide any specialist live-in training for the service as and when required
- 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 General Home Care 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 vulnerable adults within a specific discipline
- A relevant professional qualification, e.g. Registered Nurse, OT, Physiotherapist
- An in-depth understanding of how health and social care is structured
- A working knowledge of legislation relevant to the care sector
- An understanding of the challenges faced by remote support workers
- 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

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.