

Specialist Services Relief Manager

POST: Support Manager assisting in Specialist Services - Learning Disabilities, Brain

Injury & Neurological Conditions and Spinal Injury.

RESPONSIBLE TO: Director of Specialist Services

PURPOSE OF POST: To assess, set up and maintain complex care support packages for clients with Learning Disability, Brain Injury, Neurological Conditions and Spinal Injury. 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.
- 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
- Participating in the Emergency Out of Hours / On call Rota
- To lead investigation meetings and deliver quality outcomes for concerns, complaints and incidents
- Attend and share knowledge from conferences, workshops and key stakeholder events and Training support workers
- Work collaboratively with all members of the Specialist Services to promote a cohesive work environment

OFFICE RESPONSIBILITIES

- Assist in taking Specialist Services 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 One Touch is accurate and up to date for both client invoices and support worker payments
- To attend regular SweetTree meetings and Specialist 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 Director Specialist Services and MD
- 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

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



ESSENTIAL CRITERIA

- Experience working with people who have sustained a brain injury, long-term neurological condition, spinal Injury or Learning Disability in the community
- Proven experience of undertaking assessments and reviews and understanding of the needs of people 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 37.5hrs 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

