Assistant Care Manager

POST: Assistant Care Manager

PURPOSE OF POST: To support the 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: Head of Service

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 to work alongside ST connect, supporting the implementation of ST connect within the Dementia service
- To assist the Dementia 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

- 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 with a wide range of requirements relating to Dementia care
- Essential – Experience of working in a team within a pressurised, fast changing environment
- 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.