



Job Description

JOB TITLE:	New Support & Community Access Manager
HOURS	37.5 hours
REPORTS TO:	Head of Service
RESPONSIBLE FOR:	<p>Job Titles</p> <p>Speech and Language Therapist</p>
MAIN PURPOSE OF JOB:	<ul style="list-style-type: none"> • To be responsible for the co-ordination, assessment, management and facilitation of perspective students entering into the TEENS+ Programme • To be responsible for the co-ordination and management of the Befriending community access service • To lead in conjunction with the SLT role on the sensory and communication needs assessments • To develop an educational package of support for all students detailed on the CRM system
MAIN DUTIES:	<p>Prospective Students:</p> <ul style="list-style-type: none"> • To assess the needs of proposed students to ensure Teens+ can offer a full exceptional service • To develop an education programme with the Educational Tutors, using a variety of methods, which will allow the new students to engage in a range of educational goals and life skills; • To create and develop each student's individual learning plan and work with the Education Tutors to develop appropriate outcomes and measures; • To undertake a Calm assessment with each student (if required) • To liaise with SLT and Education tutors to establish any communication support needs and to undertake a sensory assessment through the transitional process; • To identify any skills gaps for staff to provide support to any new student • Attend the transitional Multi-disciplinary team meetings with internal and external parties to develop a structured plan with the student; • Using a person-centred approach, adapt to the changing needs of each individual student (Behavioural, Social, Emotional, and medical); • To report on activities completed and progress achieved by ensuring student files and paperwork is completed and up to

	<p>date through the assessment process ready to be handed over to the Team Leaders and centre staff</p> <ul style="list-style-type: none"> • To support students through the transition process and lead on the review process when transferring out of the transitional service. • To engage with the MDT team with input required for a successful and robust transition • To manage communication with prospective students on the Teens+ waiting list <p>Community Access – Befriending Service:</p> <ul style="list-style-type: none"> • To establish the need for the Community access befriending service • To map out localities for the Community access service to be operational • To agree the on-going objectives of the Community access service • To promote the Community access service to local authorities, parents and third parties • To build up and retain a staff pool to offer the service • To engage with employees, volunteer networks to establish links with appropriate services • To engage with back to work schemes and evaluate if the Community access service would support people back into the sector and back to work • To work with funders, Head of Service and Finance Manager to establish a plan for remaining sustainable and cost effective • To develop and work in-conjunction with the Team Leaders & Education Tutors on measurable outcomes for the Community access service <p>Relationships with Stakeholders:</p> <ul style="list-style-type: none"> • To liaise with external organisations, families, Local Authorities to establish a relationship to build the reputation of Teens+ & Befriending community services • To provide support and maintain good working relationships with students and their families; and • To foster and maintain good working relationships with specialist support agencies and services through the transition process. • To agree with Head of Service and Finance Manager the cost of support for every potential student from the tiered costing structure • To liaise with Local Authorities to establish the contracts of support prior to support commencing
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	<ul style="list-style-type: none"> • To provide accurate reporting on each step of the transition & befriending community service process as requested • To lead and take part in any PR opportunities for Teens+ and the growth of the organisation • To participate in the reporting to funders for any grant-based information made accessible to the transitional or befriending community-based services <p>Management of Staff:</p> <ul style="list-style-type: none"> • To work in conjunction with the MDT & SMT team within Teens+ • To provide line management, support and supervision to the SLT post holder • To directly link with staff through the process of transitioning a student into either of the Teens+ centres or when accessing the Befriending community service • To ensure SLT staff receive adequate training on Health and Safety and Sleep Scotland/TEENS+ policies and procedures; • To ensure staff team members are adequately trained in the management of challenging behaviour, CALM intervention techniques when this is identified through the assessment / transition process; • To implement Sleep Scotland HR policies and procedures; • To monitor sickness, attendance and holidays in partnership with HR • To facilitate and feed into team meetings every 4 – 6 weeks (minimum) with the MDT. <p>Financial Responsibilities:</p> <ul style="list-style-type: none"> • To ensure that accurate financial records are maintained • To operate within financial constraints • To work with the Finance Manager and Head of Service to agree and sign off each student’s funding and contract of support • To liaise with Local Authorities, Parents and others to ensure we are contracted appropriately for the support requested • To provide timely information to finance for the purpose of invoicing • To work within an allocated budget • To identify any areas of over or underspend and prepare a recovery plan if required / requested • To ensure the Community Access service is cost effective and sustainable • To provide timely reports on the successes, risks, financial performance and growth of the Community access service
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	<p>Information Systems/Administration:</p> <ul style="list-style-type: none"> • To comply with SSSC and the Care Inspectorate regulations and standards with regards to the maintenance of documentation • To ensure clear, accurate, legible and precise information is recorded for all students • To set up active student accounts on the CRM database • To report to the Head of Service at each step of the assessment process and ensure fluid communication • To ensure that student’s information is kept up to date • To manage the waiting list with clear timescales and proposed dates of support to commence • Liaise with the Office Manager regarding GDPR • To communicate professionally and effectively to all stakeholders and external parties • To promote Teens+ services for future support opportunities <p>Safety Procedures:</p> <ul style="list-style-type: none"> • To ensure the safety of all students through the completion of individual risk assessments during the transition process • To ensure that all relevant medical or intervention information is shared with all appropriate staff • To engage with a Calm assessment being completed if the proposed student/s have behaviours that can challenge • To be aware and practice full compliance within Health & Safety at work procedures • To ensure that full knowledge is shared of First Aiders and Fire Marshalls • To ensure that the incident report procedure is adhered to and that any reports are signed off • To identify any environmental risks to students, staff or visitors • To share any identified risks with the Head of Service and manage these in a Person-Centred Way
<p>OTHER DUTIES:</p>	<ul style="list-style-type: none"> • The role through its own development may require additional duties. These will be discussed and agreed as they are presented.
<p><i>This is a general statement of the duties and responsibilities that the post holder will be expected to undertake – it may change from time to time to meet the requirements of the service</i></p>	