

Human Resource Quality Manual 3	Issue Date: 17 th November 2011
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JOB DESCRIPTION

Title of Post: Practice Leader Living Options	Location: Supported Living Services – Johnston Way Lisburn	
Accountable to: The Registered Manager through the Deputy Manager.		
Purpose of the Job: The Practice Leader will provide leadership to a team of Support Workers. They will be responsible for ensuring all current and newly referred individuals receive high quality, person centred supports. They will provide direct support to service users and to staff to ensure best practice is promoted and person centred support is evident and will uphold the organisation’s values of commitment, excellence, diversity, accountability and respect. The Practice Leader will ensure their own actions and behaviour complies with Cedar’s policy and procedures as well as statutory regulations and quality standards.		
Hourly Rate: 3-point incremental scale commencing £9.31 - £9.98	Hours of Work: 37 hours per week	
Closing Date: Friday 7 th April at 4:00pm	Length of Contract: Permanent	

Key Duties & Responsibilities:

Communication and personal interaction is a key feature of this role and may include the provision of support to people who use behaviours which challenge as a way to communicate their needs, wishes and frustrations. The role requires participation in, and promotion of, a team approach at all times with positive and constructive working relationships for the benefit of service users.

The difficulties experienced by service users may present challenging situations which may increase the physical, sensory and emotional demands of the role.

Supported Living Services:

The Cedar Foundation’s Supported Living Service provides innovative living solutions to people with different levels of housing support and care needs.

The job:

The Practice Leader will ensure staff provide support that follows individuals' care plans and daily support plans. The Practice Leader will ensure that all service users are supported as individuals; they will be competent in their practice and ensure that their knowledge is current and evidence based.

The Practice Leader will provide support, direction and supervision to the team members and act as a role model at all times. They will take the lead on ensuring all Support Workers are competent and report any concerns to line manager.

The Practice Leader will ensure that service user person centred plans are maintained in line with Cedar Record Keeping principles and guide Support Workers on how to maintain a high standard of such.

The Practice Leader will act as an advocate for service users putting their best interests first and foremost whilst ensuring the health and safety of all who receive and deliver services.

The Practice Leader will demonstrate a caring attitude always for both service users and colleagues.

KEY RESPONSIBILITIES:

INTERNAL PROCESSES

To take daily direction from line manager ensuring that the operational management of the service is continuous and reflects the needs of service users.

1. Lead the shift, ensuring staff give support that follows individuals' care and personal support plans.
2. Ensure good team working.
3. Motivate, support and mentor the staff when needed.
4. Effectively report on any deficits within rota's that could impact negatively on service user support
5. Ensure work is recorded accurately and appropriately in compliance with Cedar requirements and that records made and personal information used are in compliance with the Data Protection Act and the standards of information governance.
6. Ensure records of service delivery are accurately maintained.
7. Apply quality management systems according to policy and procedure.
8. Develop the staff team in contributing to the writing, implementing and reviewing of support plans which reflect the interests and wishes of the individual service user.
9. Conduct all activities in a manner which is safe to themselves and others.
10. Report the need for repairs or maintenance in the accommodation to the appropriate agency/individual.

STAKEHOLDER/S

To contribute to service provision and development

1. Support people through the process of transition.
2. Support people with regards to decision making and lifestyle choices enabling them to take control of their own lives and increasing independence.
3. Ensure all personal care tasks are carried out in line with the needs, wishes and preferences of the individual informed by the care/support plan.

4. Support people to take an active role in the community by accessing local facilities and wider community resources to enable social inclusion.
5. Support the development of person centred planning, ensuring each individual's plan has meaningful and achievable goals.
6. Provide direct support for service users in line with their person centred plans whilst supporting team members to become competent in supporting this function
7. Support people to develop and expand social networks and friendships.
8. Contribute to / attend reviews and multi-disciplinary meetings.
9. Work with individuals to promote healthy life style by liaising with local health care professionals.
11. Work in partnership with care managers and other professionals to maximise quality of life for individuals.
12. Develop positive relationships with family and carers.
13. Provide support where required to promote the needs and wishes of service users including delivery of appropriate housing related support. This will involve supporting or carrying out all normal household tasks and enabling the person to be fully involved in all aspects of their lives
14. Support the individual to meet care needs to their personal standard, recognising when a service user could potentially be 'at risk' if these are not maintained. At all times ensure that the person's rights to privacy, and dignity are respected
15. Support and enable the individual to maintain their wellbeing which includes signposting to services appropriate to that individual
16. The Practice Leader will ensure unusual, complex or difficult situations are addressed and reported, referring to Manager/Deputy Manager as appropriate.

ORGANISATIONAL LEARNING & GROWTH

To support staff in the delivery of service

1. Provide leadership to the team acting as a positive role model at all times.
2. Provide direct supervision to support staff.
3. Provide in service coaching and mentoring for support staff.
4. Identify staff learning and development requirements based upon supervision and direct observation of individual staff members

To maintain effective communication

1. Develop and maintain effective communication systems within the service.
2. Ensure parties involved in planning and review of support are regularly updated on changes and progress relevant through regular, planned reviews and reports
3. Establish and maintain effective communication with families and relevant others

FINANCE

1. Support people to manage their resources and finances.
2. Support individuals with budget setting and sign post to other support services as required.
3. Ensure effective and efficient systems are maintained for individual service users
4. Maintain accurate records.

ADDITIONAL DUTIES

1. Always maintain confidentiality.
2. Work within Cedar Quality Management System guidance, policy and procedure.
3. Work in a way that meets the statutory requirements of employees under Health and Safety at Work.
4. Adhere to the NISCC Codes of Practice and Cedar staff handbook.
5. At all times work within current legislation.
6. Engage positively with Cedar’s supervision and appraisal processes.
7. Attend training on a regular basis to ensure that all mandatory and personal training and development needs are met in line with company requirements.
8. Work closely with other members of the team for the ultimate benefit of the people receiving services.
9. Work flexibility on a rota system including evenings, weekends and overnights.
10. Promote the organisation in a positive manner at all times.
11. Complete night security checks in conjunction with service users and during the span of their working hours.

This job description is not exhaustive and there may be times you will be required to undertake other duties in order to meet the needs of the service.

Person Specification:

***ESSENTIAL CRITERIA** – all applicants **MUST** be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.*

The following are essential criteria which will be measured at short listing stage:

Criteria	Essential	Desirable	Evidenced by:
Education/ Training/ Qualifications	Numerate and literate to keep records, handle clients finances, maintain records and write reports. NVQ 3 (Health & Social Care) or equivalent or willing to attain a Level 3 QCF qualification. Registered or applying for registration with the N. Ireland Social Care Council (NMC if nurse qualified)	Recognised qualification e.g. nursing / social work QCF5 Health & Social Care	Application form
Experience & Skills	Can demonstrate previous experience of supporting people with learning disabilities.	Experience of working in a Supported Living environment	Application form

	<p>Two years' previous experience in a human services setting providing support/care.</p> <p>Experience of working in partnership with service users, parents, health care professionals, carers, advocates and other agencies.</p> <p>Good working knowledge of IT, specifically Microsoft Word & Outlook.</p>	<p>Experience of supervising staff and co-ordinating provision of support and personal care.</p> <p>Can demonstrate previous experience of supporting people who have displayed behaviours that challenge.</p> <p>Can demonstrate previous experience of working in a Supported Living context.</p>	
Value Base	A commitment to inclusion, evidenced through work practice or personal experience		Application form

The following are essential criteria which will be measured at interview stage:

Criteria	Essential	Desirable	Evidenced by:
Experience Skills & Knowledge	<p>Ability to plan and prioritise workload</p> <p>Awareness of current legislation.</p> <p>Experience in planning, writing or implementing and reviewing individual support plans.</p> <p>Ability to motivate staff</p> <p>Good communication skills</p> <p>Ability to record accurately and objectively</p> <p>Experience of working as part of a team.</p>	<p>Knowledge of Supported Living model.</p> <p>Knowledge of learning disability and associated mental health issues.</p> <p>Physical intervention training (MAPA or equivalent)</p> <p>Experience of working within care standards laid out by the DHSS&PS</p> <p>Knowledge of RQIA.</p>	Interview

	<p>Ability to collaborate and communicate regularly and effectively with colleagues.</p> <p>Ability to liaise effectively with a range of stakeholders</p>		
Value Base	<p>A desire to ensure people supported are at the heart of decision making.</p> <p>Ability to build effective working relationships to ensure inclusive and collaborative working.</p> <p>Ability to solve problems and find solutions within own area of responsibility</p> <p>Ability to be customer focused; demonstrating listening and negotiation skills with the aim of ensuring customer satisfaction.</p>		Interview
Other Requirements	<p>Hold a full current driving licence valid for use in the UK and have access to a vehicle. (consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence)</p> <p>Able to fulfil the Occupational Health requirements for the post</p> <p>2 satisfactory references</p> <p>Work permit</p>	Full clean driving licence.	<p>Interview</p> <p>Occupational Health questionnaire</p> <p>Valid documentation</p>

Benefits

- Starting on 20 days' annual leave pro rata plus Cedar recognises 12 statutory days
- Annual incremental pay increases on a 3-point salary scale
- Organisation Pension available on completion of probationary period with Standard Life Group (Cedar contribution 4%, employee 4%)
- Occupational sick Pay Scheme, increases with length of service
- Investor in People Champion with commitment to development of the staff team through training and learning opportunities

**COMPLETED APPLICATION FORMS SHOULD BE FORWARDED TO:
MONITORING OFFICER
THE CEDAR FOUNDATION
Malcolm Sinclair House
31 Ulsterville Avenue
BELFAST
BT9 7AS**

This Job Description is a general outline of the post as it is currently perceived by Cedar Foundation. It is not intended to be restrictive or definitive.

Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation's strategic plan.

The responsibilities of the post may change in line with continuous improvements as Cedar aims to meet its vision and best respond to the needs of disabled people accessing our services.

THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER