

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

Title of Post: Practice Leader – Supported Living Services in Belfast	Location: Supported Living Services in Belfast
Accountable to: The Head of Living Options through the Registered Manager	
Purpose of the Job: 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.	
Hourly Rate: 3-point incremental scale commencing £9.31, £9.66 & £9.98 + sleep in payments	Hours of Work: 20 hours per week including evenings and weekends plus sleep in duty
Closing Date: Monday 6 th March 2017, 4.00 pm	Length of Contract: Permanent

Key Duties & Responsibilities:

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 give 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 record keeping.

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

The Practice Leader will demonstrate a caring about as well as for attitude at all times 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 individual's care plans and personal support plans.
2. Provide 'sleep-in' on call cover as arranged by the Registered Manager, working within guidance provided.
3. Ensure good team working.
4. Motivate, support and mentor the staff when needed.
5. Effectively report on any deficits within rota's that could impact negatively on service user support
6. 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.
7. Ensure records of service delivery are accurately maintained.
8. Apply quality management systems according to policy and procedure.
9. 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.

STAKEHOLDER

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, increasing independence.
3. Ensure all personal care tasks are carried out in line with the needs, wishes and preferences of the individual, following the care plan.
4. Support people to take an active role in the community by accessing local facilities and wider community resources in the spirit of 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.
10. Work in partnership with care managers and other professionals to maximise quality of life for individuals.

11. Develop positive relationships with family and carers.
12. 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
13. 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
14. Support and enable the individual to maintain their wellbeing which includes signposting to services appropriate to that individual

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 relevant parties involved in planning and review of support are regularly updated on changes and progress 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 the individual 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. 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. Enter actively into supervision and appraisal.
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 as part of a staff team to provide care and support packages over a twenty-four hour period as required. This will require maximum flexibility working on a rota system including evening, weekend and sleep in duties.
10. Promote the organisation in a positive manner at all times.

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	<p>Numerate and literate to keep records, handle clients finance, maintain records and write reports.</p> <p>NVQ 3 (Health & Social Care) or equivalent or willing to attain a Level 3 QCF qualification.</p> <p>Registered or applying for registration with the N. Ireland Social Care Council (NMC if nurse qualified)</p>	<p>Recognised qualification e.g. nursing / social work</p> <p>To complete QCF5 Health & Social Care</p>	Application form
Experience & Skills	<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 working in a Supported Living environment</p> <p>Experience of supervising staff and co-ordinating provision of support and personal care.</p>	Application form

Value Base	A belief in inclusion, evidenced through work practice or personal experience		Application form
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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>Report writing</p> <p>Experience of work as part of a team: Collaborate and communicate regularly and effectively with colleagues taking a different approach when useful,</p> <p>Good communication skills</p> <p>Ability to liaise effectively with a range of stakeholders</p>	<p>Knowledge of 'Supporting People'.</p> <p>Knowledge of RQIA.</p> <p>Good understanding of the needs associated with Brain Injury, physical, sensory disability and Learning Disability.</p> <p>Experience of working within care standards laid out by the DHSS&PS</p>	Interview
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 finding new and better ways of doing the things within own area of responsibility</p> <p>Value customers: Consult with customers, deliver what you say and ensure they are satisfied</p>		Interview

Other Requirements	Valid documentation Occupational Health questionnaire 2 satisfactory references Work permit Hold a full current driving license valid for use in the UK and Ireland and have access to a vehicle without using public transport/taxi service (consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence) If a disability does not exist access to transport without using public transport must be achieved within 3 months of commencing role. Valid business insurance & MOT cert as relevant		Interview
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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
- Staff recognition & reward incentives aligned to high standards of performance

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