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Job Description

Practitioner (Support Worker)

Reporting to	Frontline Manager	Date	March 2022

Key Responsibilities:

MacIntyre considers the position of **Practitioner** to be one of considerable responsibility and confidentiality. The post holder will be expected to show judgement and initiative at a level which is commensurate with this expectation.

As a **Practitioner** you will have the responsibility of upholding the Statement of Values in all aspects of your work and promoting a positive image of MacIntyre and its provision.

You will deliver person centred support to meet the needs and aspirations of the people being supported, exemplifying best practice at all times. You will support the Frontline Manager and Senior with the delivery of a value for money service which establishes MacIntyre's brand and reflects the needs of the local community.

You will support people in a person-centred way, promoting the organisation's DNA and core values, including Great Interactions. You will treat the person we support with respect, dignity and equality.

Core Tasks:

Accountability to the people we support

1. To support effective transition for the people we support
2. To work in accordance with MacIntyre's values as explained in The Promises
3. To ensure that people we support are treated with respect, dignity and equality.
4. To be personally responsible for the standard and quality of your practice.
5. To safeguard and promote the welfare of the people we support.
6. To assist in the construction of Health & Safety risk assessments
7. To maintain appropriate confidentiality of information.
8. To adhere to MacIntyre's policies and procedures.
9. If working in forensic services to adhere to a zero tolerance approach to offending behaviours in accordance with the forensic support plan.

Accountability to yourself

10. To complete steps 1 and 2 of your Personal Development Portfolio (PDP) within the six month probationary period.
11. To be responsible for your own personal and professional development and undertaking learning and development activities to include attending service-specific training as required.
12. To participate in regular supervision sessions and annual appraisals. If working in a forensic service this will also include forensic supervision and reflective practice
13. To work in accordance with relevant codes of practice and governing legislation.
14. To be aware of your responsibilities in accordance with the current Health and Safety at Work Act.

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Main Tasks:

15. To be accountable and take responsibility for applying your learning, training and skills to support people in a way which embodies Great Interactions, through person-centred thinking and planning, using people's preferred method of communication. In forensic services this may also include Good Lives Model and Life Star.
16. To be focused always on outcomes for the people we support to promote increased choice and control. In forensic services exercising your judgement in order to balance the outcomes within the appropriate forensic guidelines.
17. Maintain professional boundaries at all times. If employed in forensic services you will have and maintain a full understanding of the forensic issues surrounding the people we support.
18. To support people in the development and review of their person-centred plans and to work in accordance with their agreed plans. Within forensic services this will also include ensuring you and delegated members of staff work to and maintain the forensic support plans of the people we support.
19. To support and assist each person to maintain a high standard of personal care, including intimate care, hygiene and physical well-being including where required support with moving and handling and the use of mobility aids and equipment.
20. To respond appropriately to medical or health concerns and, when authorised, administer drugs and medication and contribute and support therapeutic objectives in accordance with MacIntyre's policies and procedures.
21. To help plan and support holiday, vocational, learning and social arrangements for the people we support.
22. To have responsibility, if required, for the proper use and accounting of finances, including monies belonging to the people we support.
23. When required, to support people to complete domestic tasks and maintain their home/learning environment.
24. When required, to support people to make, prepare for and attend appointments and act as a role model with this.
25. To support people to develop and maintain relationships and to participate in and contribute to their local community. If working in forensic services this will include adhering to any specific requirements detailed in the forensic support plan.
26. When required, to act as a linkworker for named individuals, to oversee the co-ordination of their plans and/or to be their advocate and to improve the quality of their life.
27. To communicate with families, representatives and outside agencies in a professional and courteous manner.
28. When required, to take part in professional meetings/reviews and liaise with appropriate professionals. In forensic services to include monitoring meetings internally and externally for individuals supported.
29. To strictly adhere to MacIntyre's protection and safeguarding policies/procedures to include relevant service specific requirements such as forensic support plans, community treatment orders etc as appropriate.
30. To bring to the attention of a senior colleague any matter for concern over the well-being, safety or safeguarding of a person we support. To include if working in forensic services any incidents which may affect forensic risk.
31. To act professionally and work co-operatively as a member of a staff team, and contribute to a culture of open communication, to include constructive feedback for self and colleagues, including volunteers.
32. To participate in team meetings making a constructive and full contribution and adhere to team decisions.
33. To ensure that all filing and administrative systems and processes are maintained.
34. To assist with the development and implementation of agreed quality assurance/ development techniques within the service.
35. To participate in a flexible and person centred rota, across different locations and shifts where required, to meet the individual needs of the people we support.

36. When authorised, to work unsupervised and/or, having due regard to On Call procedures, to take appropriate responsibility for the proper running of the shift/session/activity.
37. To promote equality of opportunity, a respect for diversity and anti-oppressive practice.
38. To be aware of the regulatory frameworks within which you work, and to keep abreast of national, corporate and local developments which affect your work.
39. Where required and authorised, to drive the vehicles used by the people we support and to participate in ensuring the upkeep and maintenance of any such vehicles.
40. Where required to be responsible for the maintenance and use of any equipment within the service.
41. Learning Support roles will also be involved in the assessment, designing and implementing of individual learning programmes.
42. To undertake any other duties as requested by the Frontline Manager (or equivalent).

This Job Description incorporates the roles of:

- Support Worker
- Support Worker (Forensic Services)
- Learning Support Assistant
- Learning Facilitator
- Learning Support Worker

This job description is current as at the above date. In consultation with you it is liable to variation by MacIntyre to reflect actual, contemplated or proposed changes in or to your job.

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Person Specification: Role

Service Specific Essential Criteria	• For Practitioners working in or attending one of MacIntyre's Adult Services, to protect your health and safety, the health and safety of our other employees and the people we support, the following requirements in relation to COVID-19 vaccination apply: a) You being fully vaccinated against COVID-19, or being clinically (or otherwise) exempt, and you providing us with satisfactory evidence (NHS COVID Pass) of that fact; OR b) You providing satisfactory evidence of being partially vaccinated (vaccination 1) prior to you taking up your employment and then completing your vaccination (vaccination 2) within 8 weeks of the date of the first vaccination and you providing us with satisfactory evidence (NHS COVID Pass) of that fact. • The ability to work flexible hours including day's evenings, waking nights, weekends and bank holidays (as required) • The ability to meet the needs of the people that we support at times appropriate to their lifestyles. • Full, manual driving licence (If stated in the advertisement) • Own Transport (If stated in the advertisement)
Abilities and Skills	• The key competencies required are set out in the next section. • Knowledge of or an interest in working with the Criminal Justice system (If applicable to your service) • Ability to identify and address training and development needs of self. To include if applicable undertaking bespoke or specialist forensic support training. • Ability to maintain professional boundaries at all times
Education, Knowledge and Experience	**Essential** • An interest in the work which MacIntyre undertakes • Where relevant, an Interest in working with the Criminal Justice System (Forensic Support Services) • Demonstrable written and verbal communication skills. • Able to maintain professional boundaries at all times • Able to follow policy and procedures • Excellent record keeping skills **Desirable** • Previous experience of working in social care with people who have learning disabilities. • Previous experience of working with individuals who have learning disabilities who are at risk of offending or have offended (If applying to) • Experience working with the Criminal Justice System (if appropriate to your Service). • A relevant professional qualification applicable the role
Personal Characteristics	• A belief that people with learning disabilities have the right to participate in making decisions about the services they receive and to access opportunities including learning, training, employment and wider experiences. • A commitment to a person centred approach that is focused on the needs of the people we support. If you are working within forensic services this will also include adherence to specific forensic requirements surrounding this practice as detailed in the forensic support plan • Ability to achieve relevant personal development and qualifications associated with the role, including service specific requirements such as forensic needs. • The ability to work using a facilitative approach. • The ability to undertake reflective practice • The ability to think creatively • A commitment to high service delivery for the people we support. • A commitment to the implementation of MacIntyre's Equal Opportunities Policy.

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Competencies: Practitioner

Competency	Definition
Respecting and Understanding Others	Is able to understand issues from others' viewpoints and builds an atmosphere of trust and openness so that others are treated with respect and dignity without discriminating or stereotyping. Tailors their approach depending on who they are with and acts as an advocate for people.
Effective Communication	Is able to communicate effectively with others through the use of verbal and non-verbal communication methods. Recognises the needs of others when seeking agreement to their plans, adapting their communicate style to match the situation.
Working With and Developing Others	Is an active member of the team, working cooperatively with others and assisting when they need support. Provides direction and empowers others to help them achieve personal learning and development targets.
Results and Quality Focus	Is conscientious, strives to complete work to high standards and looks to improve and maintain the quality of performance in themselves and others. Completes work with the best interests of others in mind
Problem Solving and Decision Making	Is able to collect, interpret and evaluate information to develop a deep understanding of a problem, explores alternative ways of resolving problems including new possibilities. Makes timely and well considered decisions, is aware the impact their decisions may have and willing to make difficult but necessary decisions to improve the practice.
Resilience to Change and Challenges	Is open to change and embracing new developments / initiatives, adapts well in new and unfamiliar situations responding to changing plans quickly, works independently without direction, is resilient and copes well in emergency situations.