Support Practitioner

Role Profile

Purpose

Enable the people we support to live a valued life, the life they choose, using a person-centered approach to ensure the delivery of high-quality care and support.

Duties & Responsibilities

- Assist the people we support to identify, develop and work towards their personal goals ensuring progress and achievements are evidenced and recorded
- Work with the people we support to develop a personal plan that reflects their choices and individual support needs and capabilities enabling them to reach their full potential
- Review personal plans at least six-monthly to ensure these remain accurate, up-to-date and reflect the current support needs
- Work with the lead practitioner and participate in ensuring six-month and annual reviews for the people we support take place
- Record and report clear, factual, accurate information for all aspects of care and support provided in line with the organisation's policies and procedures
- Implement, follow and review risk assessments promoting a positive approach to risk taking
- Adhere to all relevant regulations and legislation including Health & Safety, SSSC Codes of Practice, Health & Social Care Standards and Cornerstone's internal policies and procedures
- Assist the people we support to manage their home environment, personal care, social, health and wellbeing needs
- Adhere to and complete all H&S checks within the service on a daily/weekly/monthly basis. Support the Lead Practitioner with H&S Audits
- Adhere to Scottish Government and local guidelines regarding Infection Control measures
- Support the people we support with all aspects of finances, as detailed in the persons support plan
- Communicate with the people we support using their preferred communication style and use any tools that have been assessed and recommended by a Speech and Language Therapist
- Develop awareness of local community resources and use them to help enhance the lives of the people we support
- Plan, assist and accompany people we support, when required, to access leisure activities and engage in meaningful activities, including supporting them during holidays
- Establish professional relationships and ensure regular contact is planned and maintained with health and social care professionals to help enhance the lives of people we support
- Establish and maintain an empathetic, open, honest, and professional relationships with the people we support and their families
- Coordinate, manage and establish rota's ensuring that appropriate cover is in place for all with minimal impact on the people we support and staff, ensuring flexible working patterns, contracted hours are adhered to and that holidays and sickness cover are all allocated. Ensure the rota is updated and confirmed on people planner where applicable
- Work closely with other members of the team to establish, agree, and cover rota's, ensuring all absences are covered with minimal impact on the people we support
- Effectively use and embrace technology to enhance the efficiency and effectiveness of the service you and your team deliver
- Promote opportunities for people we support to engage with technology that could enhance their lives
- Attend and actively contribute to team meetings, support and development meetings and annual appraisals

- Undertake mandatory and service-specific training within the required timescales and maintain a record of Continuous Professional Learning (CPL)
- Carry out any other relevant duties as required

Outcomes & Approach

- Uphold and demonstrate the organisational values; be caring, person-centred, professional and pioneering
- Empower the people we support to make informed decisions and promote independence in all aspects of daily life, adopting a positive risk approach
- Using a person centred approach promote physical, emotional, and general wellbeing
- Recording, auditing and ordering of medication as detailed in the person's support plan, ensuring medication is returned to the pharmacy. Ensure that all medication errors are reported to the lead practitioner
- Work with the people we support, their families, internal specialists and multi-disciplinary teams to ensure a Positive Behaviour Support (PBS) approach is adopted
- Develop, nurture, and maintain excellent professional relationships with other team members, recognising individual strengths within the team and work together to ensure an effective, collaborative approach
- Take a solution focussed approach in day-to-day work practice
- Share your knowledge and expertise with your team and the wider organisation, contributing to an engaged, motivated, and empowered culture
- Contribute to and facilitate the involvement of people we support in the selection process of new team members

Continuous Professional Development

- Use your own initiative, be confident in your own abilities, make informed decisions, seek guidance and support where necessary and be personally accountable for the work you do
- Undertake SVQ assessment to the appropriate level in Health & Social Care to meet registration requirements for the SSSC
- Seek opportunities for personal and professional development to continually improve your competency in your role, using the skills matrix as a basis for understanding your role

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Person Specification

No.	1. Qualifications *	Requirement	Measured Via
1.1	SCQF or equivalent level 5 to 7 (Nat 5/NC to Higher/HNC)	Desirable	Application
1.2	SVQ Level 3 in related Social Care discipline	Desirable	Application
1.3	Commitment to undertake and achieve SVQ in related Social Care discipline with a willingness to commit to your own professional development	Essential	Application Interview
1.4	Qualifications or training in specialist care e.g. autism, working with older people	Desirable	Application
	2. Skills, Abilities & Competencies		
2.1	Excellent communication skills particularly in terms of listening and verbal communication	Essential	Interview
2.2	Ability to communicate clearly and concisely in writing ensuring accurate records are recorded in a timely manner	Essential	Application / Interview
2.3	Ability to work on your own initiative with minimal support, seeking guidance where relevant	Essential	Interview
2.4	Ability to work collaboratively as part of a team (often remotely) with a proactive approach (see 5.3)	Essential	Interview
2.5	Willingness and ability to deliver the physical demands of the role i.e. personal care, moving and assisting, etc.	Essential	Interview
2.6	Willingness to learn new systems and use technology to enable greater efficiency and effectiveness in your role	Essential	Application / Interview
2.7	Ability to apply numeracy skills to your role to ensure accurate records are kept	Essential	Application / Interview
2.8	Ability to plan and manage time effectively	Essential	Application
	3. Experience		
3.1	Previous working experience in the social care sector	Desirable	Application
	4. Knowledge		
4.1	A sound understanding of professional boundaries, accountabilities, and responsibilities particularly in relation to working with vulnerable people	Essential	Interview
	5. Values		
5.1	Passion for delivering excellent person-centered care and support	Essential	Application / Interview
5.2	A caring and professional approach to work	Essential	Application / Interview
5.3	A proactive, solution focused approach to problem solving being flexible to emerging or changing circumstances	Essential	Application / Interview

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* At Cornerstone we are keen to attract employees whose own values and approach to work complement our purpose, vision, and values. Qualifications, experience, and competencies can predict and impact on your potential performance, however values and approach are essential.