

Complex Care Practitioner

Role Profile

Purpose

The key purpose of this role is to enable people we support with complex care needs to live a valued life, the life they choose. Using a person-centred, positive behaviour support approach, work as part of a team to ensure the delivery of high-quality care and support within a residential setting.

This role will support people with a learning disability and autism or mental health dual diagnosis who also have severe behaviours that challenge. Behaviour is challenging when it is of such an intensity, frequency or duration as to threaten the quality of life and/or the physical safety of the individual or others and is likely to lead to responses that are restrictive, aversive or result in exclusion.

In addition to working directly with individuals with complex care needs, this role will play a pivotal role in working in partnership with the multi-disciplinary team, families and people we support to ensure a robust and outcome focused support plan is agreed and implemented.

Duties & Responsibilities

- Assist the people we support to identify, develop, and work towards their personal goals ensuring progress and achievements are evidenced and recorded regularly
- Provide direct support to people with complex care needs who display behaviours that challenge
- Use active support techniques to engage the people we support in meaningful daily activities and promote independence and agency
- Use positive behaviour support techniques such as ABC to understand behaviours that challenge and develop suitable responses
- Liaise with families, medical practitioners, social workers and other professionals as and when appropriate.
- De-escalate situations involving behaviours that challenge, always operating in line with our restraint and restrictive practices policy
- Implement, follow, and regularly review risk assessments promoting a positive approach to risk taking
- Work with the people we support to develop a person-led plans that reflects their choices and individual support needs and capabilities enabling them to reach their full potential
- Review person-led plans at least six-monthly to ensure these remain accurate, up-to-date and reflect the current support needs
- Work with the lead practitioner for the service 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
- 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
- Identify, regularly review and support the appropriate levels of security in relation to colleagues, individuals we support and the community
- 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

Complex Care Practitioner

Role Profile

- 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 medical practitioners, health and social care and other professionals to help enhance the lives of people we support, as and when appropriate
- Assist the PBS Team in gathering information about the people we support where a PBS input has been requested.
- Implement proactive strategies derived from PBS input consistently, record where required and report findings.
- Establish and maintain an empathetic, open, honest, and professional relationship with the people we support and their families
- Work with the Lead Practitioner to establish rotas 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
- 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



Complex Care Practitioner

Role Profile

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
- Maintain all requirements relating to your SSSC registration
- Seek opportunities for personal and professional development to continually improve your competency in your role, using the competence framework as a basis for understanding your role



Complex Care Practitioner

Role Profile

Person Specification

No.	1. Qualifications *	Requirement	Measured Via
1.1	Qualified to SCQF level 7 (SVQ Level 3) or equivalent in a Social Care discipline or willing to gain	Essential	Application
1.2	SCQF levels 5 or above in English and Maths	Desirable	Application
1.3	Qualifications or training in complex specialist care e.g. autism, behaviours that challenge/ positive behaviour support, and/or mental health or willing to complete	Essential	Application
	2. Skills, Abilities & Competencies		
2.1	Excellent communication skills particularly in terms of listening and verbal communication.	Essential	Interview
2.2	Ability to use de-escalation and breakaway techniques	Essential	Application/ 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 basic 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 a regulated role in the social care sector	Essential	Application
3.2	Previous experience of working with adults with learning disabilities, autism, mental ill health, forensic backgrounds and/or behaviours that challenge	Essential	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-led care and support	Essential	Application / Interview



Complex Care Practitioner

Role Profile

5.2	A proactive, solution-focused approach to problem-solving being flexible to emerging or changing circumstances	Essential	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
5.4	Strong values in relation to human rights of individuals and ability to promote equality in your practice for all individuals	Essential	Application / Interview

* 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.