



MacIntyre

Providing support...your way

# Job Description Senior Practitioner

## Role Summary

The main purpose of the role is to ensure the provision of an excellent quality service for the people MacIntyre supports. At all times the Senior Practitioner's behaviour, performance and conduct must promote a positive image of MacIntyre that reflects MacIntyre's vision, mission and purpose and upholds MacIntyre's DNA. The role may be required to support more than one service depending on business needs.

You will be accountable to the Frontline Manager (or Deputy Manager) of the service.

Our job descriptions are all written with the following four key points about MacIntyre in mind:

### 1. Our Vision

For all people with a learning disability to live a life that makes sense to them.

### 2. Our Mission

We will support a sense of wellbeing through a celebration of each person's unique gifts, talents and contributions, the quality of our relationships and ensuring the promotion of real opportunities to connect with others.

### 3. Our purpose

To achieve excellence in everything we do.

MacIntyre's "*primary purpose*" is to make a positive contribution to the lives of children and adults with disabilities. We make this contribution by ensuring that all our interactions are great, that our knowledge and skills represent excellence and that we support people to develop purposeful and warm relationships. Our "*secondary purpose*" is to have a positive influence in our local communities and on our sector by connecting well, nurturing partnerships and demonstrating best practice.

### 4. Our DNA

MacIntyre has a particular way of working with people and because it is so important to all our activities we call it our DNA. It is a combination of our values and the way that we put those values into actions that is unique to MacIntyre. Through our Promises and Value Base, the promotion of Great Interactions™ and Person Centred Approaches, we aim to support every person to live a life that makes sense to them, with a level and style of support of their choosing.

## Responsibilities

You will be required to carry out a range of duties within your role. The key responsibilities are detailed below but there will be other duties consistent with the role that you may be requested to undertake by the Frontline Manager or Deputy Manager of the service (s) where you work (your line manager).

### The People We Support

1. Deliver effective and efficient personalised services involving the people we support using the principles of co-production.
2. Ensure that the people we support are treated with respect, dignity and equality.
3. Ensure the people we support develop and maintain relationships, participate in and contribute to their local community.

4. Support people to develop and review their person centred plans and ensure all supporting guidance and plans are kept up to date.
5. Ensure that people are supported appropriately in accordance with their agreed plans and identified outcomes to increase choice and control.
6. Support people as required with aspects of personal and intimate care, personal hygiene, medication, physical wellbeing and preparing for and attending appointments.
7. Support people as required in aspects of their lives including but not limited to, moving and handling, use of mobility aids and equipment, looking after and maintaining their home and working environment.
8. Respond to any concerns regarding the health, wellbeing, safety or safeguarding of a person we support in accordance with local protocols, regulatory guidance and best practice advice and MacIntyre's policies and bring to the attention of a senior manager as appropriate.
9. Ensure that each person we support has the necessary risk assessments in place at all times and that these are implemented to a high standard and reviewed as required.
10. Promote the health and safety of the people we support in line with MacIntyre's Policy for Health, Safety and Welfare at Work.
11. To act as and / or oversee Linkworkers for named people as directed by the Frontline Manager (or Deputy)

### Our Staff

12. To be involved in the recruitment and selection of staff and volunteers, as directed.
13. To support the induction of new staff and volunteers in line with the Probationary Policy as directed by the line manager.
14. To participate in the coaching, training and mentoring of the staff team to deliver excellent practice in line with MacIntyre's DNA which ensures positive outcomes for the people we support as directed by the line manager.
15. As directed by your line manager to assess and form a judgement in relation to staff competence in agreed aspects of their role, for example administering medication.
16. Conduct supervisions and contribute to appraisals for staff as directed by the line manager in line with MacIntyre Policy and guidance.
17. Support and promote the health, safety and wellbeing of the staff team in line with MacIntyre's Policies.
18. To contribute to the creation, monitoring and review of risk assessments for staff as directed by the line manager.
19. Contribute to and promote a reflective culture of open communication and feedback within the staff team, including as directed by your line manager, facilitating constructive team meetings within the services, ensuring staff adhere to team decisions and are focussed on outcomes for the people we support.
20. Ensure that all aspects of the behaviour, performance and conduct of the staff team promotes MacIntyre's DNA.
21. Support the management of issues of conduct, gross misconduct, performance in line with MacIntyre policies as directed by the line manager

### Quality

22. Support the line manager in shaping and delivering the service involving the people we support and reflecting their views and needs.
23. Support the line manager in delivering the service in response to the views of families, commissioners, landlords, communities and other relevant stakeholders.
24. When required and as directed by your line manager take part in professional meetings and reviews and liaise with appropriate professionals. Including in forensic services to include monitoring meetings internally and externally for people we support.

25. Communicate with families, representatives and outside agencies in a professional and courteous manner.
26. Support the achievement and maintenance of compliance, whilst striving for excellence or Outstanding, with both internal standards and external regulatory requirements (for example, but not limited to; OFSTED, CQC, CIW).
27. Support the line manager in responding to changes to internal processes and standards and changes to external regulatory requirements (for example, but not limited to; OFSTED, CQC, CIW).
28. Support the line manager in the appropriate responses to any identified actions as a result of audits and inspections (both internal and external).
29. Assessing and reviewing the competency of staff to work in line with the MacIntyre DNA.
30. Be personally responsible for the standard and quality of your own practice. In particular, that you act as a role model and provide an example of excellence to your colleagues and to your staff team in relation to your Great Interactions and behaviour with people we support.
31. Be personally responsible for maintaining and role modelling professional boundaries and relationships with all stakeholders (including colleagues, commissioners and families).
32. Participate in your own regular supervision sessions and annual appraisals with your line manager and undertake any agreed actions.
33. Be responsible for your personal and professional development, reflecting on your own practice and undertaking learning and development activities which support your continued professional development.
34. Keep up to date with developments within MacIntyre and implications for your own personal development and for the service (s).
35. Maintain confidentiality of information and work in line with all relevant policy and legislation.

### Sustainability

36. Oversee the deployment staff in accordance with the contracted support hours including where directed by the line manager the creation of a rota or arranging emergency cover in line with safe staffing levels for the service.
37. As directed by the line manager, ensure proper and professional completion of documentation, including but not limited to; Finance, Medication, Health & Safety, HR, Compliance in line with GDPR and other statutory requirements.
38. Ensure a healthy, safe environment for all, including the maintenance of buildings, equipment and vehicles and reporting or actioning any maintenance or repairs required.
39. Understand and work in accordance with roles and responsibilities as set out within Housing Management Agreements or property leases where applicable.
40. In the absence of the Frontline Manager (or Deputy) you will be responsible for ensuring any issues or concerns are communicated to senior colleagues.

### Leadership in MacIntyre requires you to

41. Be person centred in your approach
42. Be visible, accessible, approachable and to "roll your sleeves up" when needed
43. Behave in a way that demonstrates you take ownership and responsibility
44. Be accountable, standing by decisions, actions and advice
45. Be able to tackle sensitive issues, including performance issues

## Person Specification

Below is a list of the typical skills, qualities and experience that we would expect you to have to enable you to carry out this role successfully and how they underpin the Responsibilities set out in this Job Description.

Skills Qualities & Experience	People We Support	Our Staff	Quality	Sustainability
An understanding of and ability to promote the development, implementation and delivery of Best Practice	x			
An ability to facilitate and enable a culture of self-advocacy ensuring the voice of the people we support is heard, respected and acted upon.	x			
Skilled in identifying and accessing local networks and resources to support people to engage with new experiences and activities	x			
At least 1 years' experience of working with people with learning disabilities or autism or related experience.	x			
A commitment to a Person Centred Approach that is focussed on the needs and aspirations of people we support placing them at the centre of all planning.	x			
An understanding of the Mental Capacity Act and Best Interests decisions process. A clear understanding of how people with learning disabilities or autism can be supported to exercise their right to make decisions.	x		x	
Ability to supervise people, including for example coaching and mentoring. Ability to identify and address learning and development needs of others.		x		
The ability to motivate and inspire others through your actions		x	x	
The ability to give and receive (then act upon) honest and constructive feedback	x	x	x	
The ability to understand issues from others view points and build an atmosphere of trust and openness.		x	x	
An ability to working with families based on an understanding of and empathy with the family perspective	x		x	
An understanding of relevant legislation including Equal Opportunities, Diversity, Human Rights, Safeguarding, Health & Safety, GDPR.	x	x	x	x
A good level of communication skills both written & verbal including basic IT literacy skills (including email, word and excel)	x	x	x	x
An understanding of relevant external regulators and their roles / expectations (including but not limited to CQC, CIW, HSE)	x	x	x	x
Current driving licence (ability to travel necessary for this post).				x
Ability to achieve appropriate vocational qualifications as required.			x	x
Ability to work flexible hours including evenings, bank holidays, waking nights and weekends (as and when required)	x	x	x	x