



Job Outline

Support Practitioner

All staff are expected to demonstrate Ark's values in their interactions with the people we support and their professional relationships with colleagues.

Ark is committed to upholding Peoples' Human Rights and supporting them to have the best life possible. To enable our staff to achieve this, we adopt the principles of Capable Environments and Positive Behaviour Support. These holistic person-centred approaches seek to place the quality of life and wellbeing of supported people at the heart of what we do. This underpins our organisational approach to supporting people, staffs' practice and staff development.

Purpose:

Reporting to Care and Support Manager, the role of the Support Practitioner is to provide high quality person-centred practical, emotional and social support to people in their own homes and in the community with the aim of supporting people to live as independently as possible and to lead a happy and purposeful life. As part of a team, you will play a pivotal leading role in helping the people we support to achieve their outcomes.

Key Responsibilities of the role:

Leadership and Governance

- Set the highest standards of personal and professional integrity, and the commitment to deliver a service that centres on and responds to the people who use it.
- Through your decisions and actions become a professional role model with strong Key-Worker skills.
- Building relationships that value and respect all team members.
- Respect and value the diversity of each team member.
- Registering with SSSC within their timeframe and continue to maintain registration requirements.
- Complying with SSSC Codes of Practice.
- Complying with Health and Social Care Standards.
- Complying with Ark Policies, Procedures and Code of Conduct.
- Complying with Adult Support and Protection legislation.
- Complying with Care Inspectorate guidance and procedures as required.
- Complying with Adults with Incapacity Legislation.
- Complying with GDPR policy and procedures.
- Actively participating in Care Inspectorate self-assessment, inspections and action plans.
- Maintaining confidentiality as appropriate.

Interpersonal Skills

- Maintain regular contact with your line manager and take part in regular 1:1's and team meetings.
- Ensure good communication and links with all stakeholders with regard to the provision of services including supported people, relatives, social work teams, health and social care partnership colleagues, etc.

- Recognise colleagues, therapists, health staff, social workers, community nurses and local community and neighbourhood organisations as partners.
- Recognise families and friends as key partners and an important part of the team around an individual.
- Establish and maintain effective and professional relationships with internal colleagues.
- Develop effective working relationships with colleagues internal and external.
- Take responsibility for continually developing self in order to maximise personal contribution to the role.
- Using social media platforms appropriately and responsibly.
- Maintaining accuracy of written, digital and verbal information.
- Developing supportive, therapeutic, relationships with Supported People.
- Learning about Supported People and developing a sound understanding of their wishes, preferences, communication and support requirements.
- Working in partnership with Supported People, their families, guardians and other stakeholders to ensure everyone's views are considered and the best decisions are made.
- Leading pro-actively with colleagues as part of an effective Key Team to support individuals, as well as across your service and the organisation.
- Being supportive of new team members.
- Maintaining professional boundaries and communication with supported people, stakeholders and colleagues.
- Attend other internal meetings as required.

Leading Delivery

- Ensure the delivery of services to individuals is based on recognised good practice, have clear objectives/outcomes in place and provides evidence of the positive impact of Ark on individuals' quality of life and wellbeing.
- Ensure that diversity, equality and inclusion underpin all practices.
- Ensure people are supported to develop and maintain the skills they require to live as independently as possible through active engagement in tasks associated daily living and leisure activities.
- Supporting people to make informed choices about the way they want to live their lives, and identify the things they would like to achieve and do.
- Ensuring peoples' human rights are supported and upheld.
- Lead effectively as part of your Key Team using a Key-Worker approach to help the people you support to achieve outcomes that are important to them.
- Participating in weekend and evening shift cover arrangements (and overnight where applicable) as required.
- Assess, update, monitor and review people's care plans with them on a regular basis.
- Assisting Supported People with health-related requirements including the provision of personal care, arranging/attending appointments and medication management.
- Supporting Supported People to access technology as appropriate.
- Upholding the reputation of Ark at all times.
- Reviewing how effective support is and participating in reviews on a regular basis.
- Completing weekly medication and finance audits accurately
- Adhering to all Health and Safety policies and procedures at all times.
- Contributing to the review of Health and Safety Policies, Procedures and Practice.

- Adhering to guidelines for individuals contained within their Care Plans.
- Ensure all incidents are detailed, recorded and reported within required timescales.
- Reporting incidents to external agencies as required.

Leading and Developing People

- Seek out opportunities and challenges for personal learning and development.
- Participate in continuing professional development activities.
- Participate positively in Ark's supervision and performance management framework.
- Ensure all activity is within the policies, practices and procedures of Ark.
- Working closely with your manager to continuously improve your practice through 1:1 supervisions, observations and actively seeking support when required.
- Taking ownership for your own learning and development.
- Completing as a minimum SVQ3 in line with SSSC registration requirements.
- Maintaining SSSC Continuous Professional Learning (CPL).
- Completing learning plan and attending all relevant training.
- Completing all relevant e-learning modules within agreed timescales.
- Providing evidence that learning has been put into practice via post training workbooks/assignments, supervision and team meetings.
- Actively sharing skills & knowledge.
- Participating in activities relating to Ark's Behavioural Competency Framework.

Decision Making

- Contribute your unique perspective to team, department, system, and organisational decisions.
- Act in a manner consistent with values and priorities of Ark and your profession.
- Ensure you can demonstrate that you apply evidence and knowledge to decision making processes.
- Demonstrate transparency in your decision-making processes.

Innovation

- Communicate aspirations for evolving and improving staff practice, service delivery and outcomes for the people we support.
- Support a culture of continuous improvement and pursuit of excellence.

Resources

- Develop a detailed working knowledge of Ark's digital system and ensure the system is utilised within the service as instructed.
- Using Ark's digital Care Planning system and tools to create Care Plans which set out peoples' outcomes and the support they need and keeping accurate records of support including health records, risk management records, peoples' views.
- Assisting Supported People with financial planning and benefits.
- Using all technology appropriately and responsibly.
- Using technology provided by Ark in relation to your job role.
- Adhere to compliance around Ark's digital Care Planning system.

Person Specification

Qualifications

- You will have an SVQ Health and Social Care at SCQF level 7 (or SSSC approved equivalent).
- Or have the ability and be willing to undertake and achieve this to meet SSSC registration requirements.

Experience

- Experience working with vulnerable individuals who have complex needs.
- Experience of care in the community working.
- Experience of enabling individuals to access and participate in development activities.
- Experience of working within health and safety guidance.
- Evidence of continuing professional development.

Knowledge/Skills

- Person centred and empathetic approach to working with individuals.
- Ability to maintain confidentiality.
- Knowledge of issues faced by vulnerable individuals who have complex needs.
- Good demonstrable verbal, numeracy and written communication skills.
- Good interpersonal skills and ability to reflect on practice.
- Basic IT skills e.g. use of computers, handheld devices.
- Good planning and organisational skills.
- Ability to seek support and follow guidance as appropriate.
- Ability to work autonomously and respond competently to risks and challenges which may occur when supporting individuals.
- Ability to assess, implement, monitor and review individuals' care plans.
- Ability to deal appropriately with conflict situations professionally.
- Ability to work flexibly as part of a team to meet the needs of the individuals supported by the service.
- Ability to report any risks, concerns and incidents appropriately.
- Ability to liaise appropriately with external professionals.
- Knowledge of Legislation, Health & Social Care Standards and SSSC Codes of Practice.

Support Practitioner Competencies

- Continuous Learning
- Communication
- Teamwork
- Behaviour of Concern
- Professional Boundaries
- Problem Solving
- Customer Service