

Job description and person specification

| Health and Care Senior Practitioner | | | |
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| Salary level | 2b | Job reference number | |
| Department | Health & Care | Division | UK Operations |
| Work location | Inverness | Reports to | Service Manager/Registered Manager |
| Role duration | | Last updated | January 2023 |

Scale and scope of role

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| Direct reports | Up to 12 | Indirect reports | 0 |
| Budgetary responsibility / accountability | None | Accountability for other resources | None |
| Reach and impact | The Health and Care. Senior Practitioner will be responsible for liaising with hospital staff and other medical professionals in the community, including GP surgeries, to receive patient referrals. Co-ordinates and supervises a team of community support workers to provide an effective and reliable service. | | |

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Health and Care service supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency, maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

The senior practitioner will be managed by a service manager and will be responsible for carrying out duties delegated by the service manager. These will include providing direct care and support to service users and mentoring and supporting staff members during their probationary period or in the on-going development of their practice.

The senior practitioner will work with the service manager to ensure that agreed staffing levels are maintained within the team and that work plans/rotas are in place and are updated to meet the changing needs of service users.

The post holder will also support the service manager in ensuring practice observations are carried out on staff, service user feedback on service delivery is systematically and regularly obtained and reviewed and that audits of support plans have been completed to ensure the required standards of support planning are met.

The post holder when on duty in the absence of the service manager will maintain an overview and ensure the day to day running of the service provided by the team and will take decisions required to ensure its continuity and effectiveness. This will include responding to requests for advice from staff through the out-of-hours on call system. An additional remuneration will be paid as the cover will be on a rota basis, out with contracted hours.

The Senior Practitioner will support the service manager to ensure the delivery of high quality of service to service users and in the absence of the service manager will maintain the running and continuity of the service.

Principal responsibilities

1. Management

- > To carry out the duties of a support planner for named service users
- > To maintain accurate and up to date records as specified within each service
- > Work with relevant business partners in the recruitment, induction, development, training and engagement of the staff providing the service
- > Co-ordinate and supervise a team of community support workers to provide an effective and reliable service
- > To support and manage the performance of members of the staff team including:
 - To provide support and feedback to the staff members on their social care practice.
 - To support new team members during their probationary period to undertake and complete induction tasks.
 - To support students on placement within the team to gain experience and meet their learning objectives.
 - Make necessary adjustments to cover absence within the team, in line with the policies and procedures of the organisation.
 - Construct staff rotas as required.
 - In the absence of a service manager to ensure that a clear work plan/rota is in place for staff, reflecting the needs of service users.
 - Carrying out investigations
 - Ongoing mentorship of staff team
 - Carrying out supervision of support workers
- > Provide guidance and support to social care workers and students including:
 - In conjunction with the service manager accept delegated responsibility for the orientation and induction of any new social care workers, relief staff or students placed within the team.
 - To support and advise social care students on placement within the team

- To contribute to the workplace assessment of staff within the team undertaking an SVQ in Social Care.
 - To guide and support other staff or students undertaking tasks related to the physical, social and emotional needs of service users, ensuring that they are aware that their performance must meet Health and Social Care Standards, organisational policies and procedures and the S.S.S.C. Codes of Practice.
 - To assist support staff to develop their support planning skills and written communication in relation to service users' needs ensuring their written records are maintained in line with the organisation's policies and procedures.
 - To support staff to prepare and present reports for service users reviews
 - Participate in case conferences/reviews liaising with other members of the multidisciplinary team as appropriate.
- > To work effectively to manage the running of the service in the absence of the service manager/registered manager.
 - > To undertake any other relevant duties within the overall scope of this post as may be required by the line manager, which is reasonable and consistent with the grade of senior practitioner.

2. Service delivery

- > To act as the single point of access for referrals from the hospital and other sources and provide daily coordination and support for Volunteers and Service Assistants delivering the service
- > Liaise with hospital/community staff at hospital/community hospitals/GP surgeries to promote the service, receive referrals, and provide a timely response to questions about the eligibility of a patient
- > Ensure that service users' needs are assessed
- > Develop the service, providing support, leadership and motivation to the staff and volunteers
- > Undertake service user visits if necessary
- > Recording and reporting of activities undertaken and highlighting any changes in a service user's condition and ensure that appropriate actions are taken if a service user's health deteriorates.
- > Liaising with health, housing and other professionals to ensure that the needs of the individual are consistently met.
- > To ensure as safe as possible a living environment for service users through carrying out risk assessments and providing information/advice whilst respecting their individual dignity, choice and rights.
- > To carry out follow-up welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills for up to the maximum support period.
- > Carry out needs and risk assessments with service users, liaising with referrers as necessary.

- > Provide practical and emotional support such as; mobility aids loans, transport, companionship, assistance with shopping, helping access to groups and activities
- > Signpost to further support available; liaising with Community Connectors, external organisations, partners and voluntary and community sector colleagues
- > Contribute to the health and safety and security of service users and staff
 - To be familiar with all emergency procedures and put these into effect promptly, giving priority to the safety of service users and staff.
 - To report all equipment faults or deficiencies in facilities or procedures that will affect the safe and efficient delivery of the service.
 - To carry out risk assessments in relation to relevant areas of service user or staff activity.

3. Quality and performance

- > Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Quality Standards Framework as a basis for assessment
- > Collaborate with colleagues within the area to establish effective working relationships through regular contact and meetings
- > Share learning to ensure service development
- > Ensure that the impact of our service for service users is recorded through appropriate records (such as BRM), complete reports and paperwork as required
- > Review and monitor outcomes for service users, ensuring that beneficiaries' needs are met using the Top 3 goals approach and the impact of our service is recorded through accurate statistics and a range of user engagement
- > Ensure service users are correctly discharged according to agreed procedures
- > Contribute to the monitoring, evaluation and development of the services provided:
 - To promote communication about care practice issues between social care staff, the service manager and senior managers.
 - To regularly monitor and evaluate support plans including the health & medication file to ensure that they meet the agreed organisational standards and those of the relevant regulated bodies.
 - To ensure service user feedback is sought by the team on a regular basis
 - To work with the service manager to incorporate constructive feedback and suggestions into the team's practice.
 - To participate in shaping and implementing change in services and systems in line with current thinking and good practice guidance.
 - With the service manager participate in and assist in the development of staff training in conjunction with the training manager.
- > To comply with British Red Cross Health & Safety policies including those on lone working, manual handling and infection control.

- > To ensure that the highest standards are delivered which comply with Care Inspectorate (CI) requirements for those services that are CI registered and with the BRC Quality Standards framework.
- > To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are followed at all times.
- > Continually seek to enhance self-development through preparation for and participation in supervision, appraisal and training.
- > To uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and to work within and promote the society's equal opportunities policy and to demonstrate the competencies and behaviours set out by the organisation.

4. Team member

- > To be a contingency for other Service Co-ordinators during periods of absence
- > Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented and that staff and volunteer safety is secured
- > Undertake training in safeguarding. Identify and report any concerns for service users, volunteers or staff using appropriate procedures
- > Adhere to policies and procedures regarding data protection and confidentiality
- > Adhere to policies and procedures regarding data protection and confidentiality
- > Willingness to work flexibly around the needs of the service (evening and weekends).
- > To undertake training as required and be prepared to travel within the Area/Territory to attend any relevant meetings
- > To provide support as required to the overall British Red Cross crisis response function – e.g. support to ER colleagues during a serious flooding incident
- > Undertake any other relevant duties that may be required from time to time

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

| | Requirements |
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| Skills | <ul style="list-style-type: none"> > Excellent interpersonal and communication skills > Ability to work as part of a team and on own initiative** > Able to plan own workload** > Ability to deal with queries in a diplomatic, professional and confidential manner > Good telephone manner > Ability to communicate with health and social care professionals |
| Knowledge (including education and training) | <ul style="list-style-type: none"> > SVQ Level 3 in Health and Social Care or equivalent** > PDA in Supervision or equivalent ** > Educated to GCSE level (or equivalent by experience) * > IT literate** > Knowledge of supporting service users who may be disabled and/or frail, cognitively impaired and who may have dementia and mental health issues* > Working with individuals with a sensory or physical impairment or who may be frail due to old age * |
| Experience | <ul style="list-style-type: none"> > Able to demonstrate an understanding of: <ul style="list-style-type: none"> ▪ Health and Social Care Standards ▪ S.S.S.C. codes of conduct ▪ The needs and expectations of people with disabilities and their family carers. ▪ The needs and expectations of individual staff and of staff teams ▪ Community care resources ▪ Risk assessment/management ▪ Investigation process |

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| | <ul style="list-style-type: none"> > Experience in: <ul style="list-style-type: none"> ▪ Supporting individuals to identify outcomes and work towards these ▪ Person centred planning and the role of a support planner ▪ Working with people who have personal care and support needs using a person-centred approach ▪ Risk assessment/management ▪ Multi-disciplinary working ▪ Preparing written records and reports ▪ Presenting information and participating in the review of service user's needs and of their support plans. ▪ Ongoing mentorship of staff > Participation in a multi-disciplinary team environment** > Experience of delivering high quality services to the public > Experience of finding information through the internet and other sources > Knowledge of services provided by the NHS and Social Care* |
| <p>Competencies</p> | <ul style="list-style-type: none"> > Supporting and supervising projects and activities > Leading people: Motivating, directing and supporting others to achieve the Red Cross vision, mission and strategy** > Innovative and creative thinking > Managing and developing yourself > Recruiting and selecting individuals > Supporting and developing individuals > Ability to delegate appropriately > Ability to manage workload and to deliver work to agreed timescales > Take responsibility for own and team's decisions and actions > Knowledge of the local area > Ability to monitor local financial procedures |

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| | <ul style="list-style-type: none"> > Understanding of how to improve service quality for the benefit of users > Working knowledge of health and safety practices > Understanding of the Risk Assessment process |
| <p>Behaviours</p> | <p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Recognises and communicates to others our responsibility to our donors and supporters in maximising use of funds and resources <p>SEEKING INSIGHT</p> <ul style="list-style-type: none"> > Finds those closest to the issue and investigates further <p>EMBRACING AND LEADING CHANGE</p> <ul style="list-style-type: none"> > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully <p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Helps others to understand the common ground <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Adapts their method of communication and message to suit a specific audience > Demonstrates good communication and interpersonal skills <p>LEADING AND ENGAGING</p> <ul style="list-style-type: none"> > Consults the team / individuals on issues that affect them <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> > Supports other people's development by sharing knowledge, skills and learning > Demonstrates commitment to continued personal development as required by the Scottish Social Services Council <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> > Anticipates obstacles, thinks ahead about next steps and contingencies |

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| | <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Role model's good behaviour to achieve the organisation's vision > Awareness of own strengths and areas for development as a team worker |
| <p>Additional requirements</p> | <ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). > Ensure anti-discriminatory practice and promote diversity. > Registration with Scottish Social Services Council > Willingness to work flexible hours** > Willingness to undertake training as required > Ability to accept responsibility for the overall running of the service in the absence of a senior member of staff** > Ability to cover out of hours on call on a rotational basis > Able to travel around the area as required > Driving Licence and access to own vehicle** |

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*