



The Richmond Fellowship  
Scotland

## **JOB DESCRIPTION – Support Practitioner**

This description gives an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within TRFS.

### **Post details**

**Job Title** : **Support Practitioner**  
**Salary** : **£16,731** (sleepovers will be paid at current local rate, enhancement will be made for On Call)  
**Hours** : **39 hrs per week**  
(On Call and sleepovers as required)

**Accountable to:** **Senior Support Worker**

### **Values and Commitment**

TRFS is committed to providing high quality supports designed around individual abilities, needs and choices. TRFS is committed to promoting independence and inclusion within communities. TRFS believes everyone is able to make their own individual contribution. TRFS seeks to work in partnership with all relevant parties but in particular with the individual themselves.

### **Support Services**

TRFS supports over 2500 people across Scotland and provides a wide range of services designed to meet diverse needs. TRFS supports people with a range of abilities and needs, including those with mental health difficulties, learning disabilities, people with autism, individuals with dementia and people with alcohol related difficulties. TRFS supports people of all ages. TRFS provides most support within peoples own homes, but also offer services such as drop in centres, respite, and Care Homes.

TRFS is keen to ensure the voice of those we support is actively listened to, both in terms of the development of individual support and in terms of our organisational development.

## **The Job**

Support Practitioners play a vital role in providing direct supports to individuals within their communities. Abilities and support needs will be different for every individual but all support provision should be aimed at maximising independence and choice. It is therefore essential that all Support Practitioners fully understand the nature of each individual's abilities and support needs as well as their preferences and choices as to how these are best met.

Support Practitioners are responsible for assisting the promotion of each individual's independence, rights and choices. Each individual we support has the right to expect to be treated with respect and dignity at all times.

Support Practitioners have a duty of care to all those we support. Additionally some individuals may be subject to specific legislation requiring for example explicit limitations to their choices or specific reporting of activities to designated officials. All such legislative duties must be complied with by support staff.

TRFS provides all staff with clear Policies and Procedures to guide good practice; these are supported by training programmes. All staff are responsible for reading and complying with all TRFS Policies and Procedures.

Support Practitioners may work with a team of colleagues to support individuals. It is important that effective communication is maintained so that all team members know of any relevant changes and that supports remain coordinated and appropriate to the individual's changing needs and choices.

## **Key Responsibilities**

### **1. Development of Personal Plans**

Support Practitioners will act as supported individuals' key workers and will contribute to the development and maintenance of Personal Plans. Personal Plans and other written records must be maintained as directed by local management.

### **2. Delivery of support**

All support provision should comply with the individual's Personal Plan and be designed to deliver positive outcomes for the individual. Support Practitioners have a responsibility for ensuring they fully understand and are able to deliver support appropriate to the individual.

### **3. Protection of Vulnerable Groups**

Support Practitioners, in common with all TRFS staff, have a duty to protect supported individuals from abuse and to report any concerns immediately to their supervisor or other management.

### **4. Communication**

Support Practitioners are responsible for effectively communicating relevant information to their Senior Support Worker and/or other members of the support team regarding any changes in the individuals support needs.

#### **5. Compliance with TRFS Policies and Procedures**

Staff should familiarise themselves with the organisation's policies and procedures and work within TRFS Policy framework, including Health and Safety, Equal Opportunities, Discipline and Confidentiality.

#### **6. Personal Development**

Support Practitioners should demonstrate a commitment to continuous personal development and learning.

### **Qualifications and Experience**

It is essential that the post holder achieves a relevant qualification for the post as defined by the Scottish Social Services Council (SSSC).

It is essential that candidates either hold an SVQ 2 in Care or demonstrate a commitment to working towards this qualification, and successfully completing this within a time frame specified by management.

It is essential that all candidates personal value base complies with the Code of Practice for Social Services Workers. It is desirable that candidates should have relevant experience in a related field or other personal experience.

### **Additional Information**

All employees will be expected to apply for and maintain their Registration with the SSSC at the appropriate time, as specified by the SSSC, and to ensure they comply with the SSSC Code of Conduct.

All staff must familiarise themselves with all the Policies and Procedures of TRFS and work within both procedural and legal frameworks including Health and Safety and Equal Opportunities. In particular all staff have a duty to ensure they comply with requirements under the Protection of Vulnerable Groups (Scotland) Act 2007.

Prior to any unconditional offer of employment being made TRFS requires to have the following compliances satisfied:

- Two satisfactory references
- Satisfactory PVG check
- Compliance with Asylum and Immigration Act 1996
- Qualification/SSSC registration (if applicable).

### **Code of Practice for Social Service Workers**

**Social service workers must:**

- Protect the rights and promote the interests of service users and carers.

- Strive to establish and maintain the trust and confidence of service users and carers.
- Promote the independence of service users while protecting them as far as possible from danger or harm.
- Respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.
- Uphold public trust and confidence in social services.
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.

Scottish Social Services Council 2002

## PERSON SPECIFICATION SUPPORT PRACTITIONER

ATTRIBUTES	ESSENTIAL	DESIRABLE
Experience		a) Relevant experience in a related field or personal experience
Education, Qualifications and Training	b) SVQ 2 in Care, or successfully completing this within a specified period of time.	
Value Base	c) A belief in inclusion, evidenced through work practice or personal experience d) A desire to ensure people supported are at the heart of decision making e) Commitment to the principles and practices of continuous improvement	
Skills, abilities and knowledge	f) Good personal organisation skills g) Able to contribute to written records h) Ability to reflect on practice	
Interpersonal and Social Skills	i) Good verbal and non verbal communication skills j) Observe standards of dress appropriate to the post. k) Honest, reliable and sensitive to the needs of others.	Able to represent the needs and interests of those supported to key people.

<p><b>I hereby accept the terms as stated on the Support Practitioner job description</b></p>	
Printed Name	.....
Signature	.....
Date	.....



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Scotland

This description is intended to give prospective applicants an over view of the post, the key responsibilities and the context within which the post is offered. It is not intended to be an exhaustive statement of Terms and Conditions within TRFS.

**Job Title and Salary Range**

**Job Title:** Complex Needs Practitioner  
**Salary:** £18,671 (Fixed Salary)  
**Hours:** 39 hours per week, plus on-call duty/sleepover  
**Responsible to:** Senior Support Worker

**Values and Commitment**

TRFS is committed to providing high quality supports designed around individual abilities, needs and choices. TRFS is committed to promoting independence and inclusion within communities. TRFS believes everyone is able to make their own individual contribution. TRFS seeks to work in partnership with all relevant parties but in particular with the individual themselves.

**Support Services**

TRFS supports over 2000 people across Scotland and provides a wide range of services designed to meet diverse needs.  
The Eastfield service supports 12 individuals with complex needs in their own homes in Midlothian.

**The Job**

The Complex Needs Practitioner will assist the Senior Support Worker in the provision of direct support as outlined in the individuals Support Plans and ensure that all support provided is of the highest possible quality and will provide day-to-day support to people within TRFS services.

## Key Responsibilities

### Provision of Support

- Assist the management team of the service in the provision of direct support as outlined in each individual's Support Plan. For example, assisting people with every day living, such as household tasks and personal care.
- Assist the management team in the planning and the support required by each individual supported.
- Maintain accurate diary of support, and be accountable for any expenditure incurred in supporting individuals.
- Communicate any changes in the support plans to the management team.
- Use the Positive Behaviour Support (PBS) plan to carry out the strategies to support the individual
- Work with others to develop an insight into the individual, their behaviours and their understanding
- Assist in the monitoring and evaluation of the individual support plans.

### Team Working

- Actively contribute to the effective team working within the service.
- Provide a positive role model to less experienced staff demonstrating the skills and qualities noted in the person specification
- Work in partnership with others (internal and external) to complete assessments and develop appropriate support plans

### Learning and Development

- Receive and participate in supervision and appraisals with their line manager.
- Undertake training as necessary including CALM training.
- Demonstrate personal responsibility for ongoing learning and sharing learning with others.
- Act up into the role of Senior Support Worker as required.

### Additional Duties

- Undertake other duties as required
- Promote the organisation in a positive manner

All staff should familiarise themselves with the organisation's policies and procedures and work within TRFS Policy framework, including Health and Safety, Equal Opportunities, Disciplinary and Confidentiality.

This job description is not intended to be exhaustive, and the post holder will be expected to demonstrate flexibility in undertaking additional duties as allocated. No major changes will be made to this job description without consultation with the post holder.

*Dependent upon organisational needs, you may be required to work at other locations. Should this requirement arise, this will be discussed with you in accordance with the organisation's Internal Employees Secondment and Transfer Policy, a copy of which is available on the Intranet*

## **Qualifications and Experience**

It is essential that the post holder achieves a relevant qualification for the post as defined by the Scottish Social Services Council (SSSC).

<b>Additional Information</b>
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All employees will be expected to apply for and maintain their Registration with the SSSC at the appropriate time, as specified by the SSSC, and to ensure they comply with the SSSC Code of Conduct.

Prior to any unconditional offer of employment being made, TRFS require to have the following compliances satisfied:

- Satisfactory references
- Satisfactory PVG membership
- Compliance with Asylum and Immigration Act 1996

## **Code of Practice for Social Service Workers**

### **Social service workers must:**

- Protect and promote the rights and interests of people who use services and carers.
- Create and maintain the trust and confidence of people who use services and carers.
- Promote the independence of people who use services while protecting them, as far as possible, from danger and harm.
- Respect the rights of people who use services, while striving to make sure that their behaviour does not harm themselves or other people.
- Uphold public trust and confidence in social services.
- Be accountable for the quality of their work and take responsibility for maintaining and improving their knowledge and skills.



**COMPETENCY AND PERSON SPECIFICATION FRAMEWORK  
COMPLEX NEEDS PRACTITIONER**

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• A sound value base</li> <li>• Able to calmly reflect upon own practice.</li> <li>• Able to demonstrate a positive regard to supported individuals at all times irrespective of behaviors.</li> <li>• A commitment to individuals being at the centre of decision-making</li> <li>• Compassionate and non-judgmental.</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• SVQ level 2 Care or above</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ level 3</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience of working with a range of individuals with a learning disability/Autism Spectrum Disorder/complex needs</li> </ul>	
<b>Skills and Abilities, Applicable to the post</b>	<ul style="list-style-type: none"> <li>• Able to record and report information clearly</li> <li>• Able to understand the needs and ambitions of individuals with communication challenges</li> <li>• Excellent communication skills</li> <li>• Able to support people in leading ordinary healthy and valued lives</li> <li>• Able to share knowledge and to coach and mentor colleagues</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the principles of PBS</li> </ul>

<b>I understand and agree to work to the terms as indicated on this job description</b>	
<b>Name (Print)</b> .....	<b>Dated</b> .....
<b>Signature</b> .....	

**Please return a copy of your signed job description for your personnel file**