

Job Description

1. Job Details

Job Title	Practice Development Lead (Supported Living)	Hours	39 per week	Line Manager	CEO
Department/ Location	Supported Living Craigmillar, Edinburgh	Contract Type	Permanent (1 FTE)	Salary	£41,000

2. Job Purpose

- Lead the design and development of resilient support for people who choose to have their supported living service provided by Thistle and who are presenting challenges or experiencing crises in service delivery.
- Facilitate continuous improvement and practice development in teams by leading the development of positive behaviour by staff in relation to supported people.
- Mentor teams to take a proactive, developmental approach to support people who are stressed or distressed and reduce frequency and severity of challenging incidents.
- Use a dynamic and solution focused approach, underpinned by research and evidence, that leads to quality of life improvements for people we support and staff.
- Contribute to learning and professional development both internally and externally.
- Achieve effective inter-agency working to meet people's health and support needs.
- Lead and develop teams of staff to implement the Thistle Approach in practice.

3. Main Responsibilities

	Lead new service design and development
1	Establish, maintain, and develop processes and standards for creating resilient service design and support strategies for people who are stressed, distressed or experiencing a crisis in their lives.
2	Establish a multi-disciplinary approach in these instances by engaging Health and Social Care Partnership staff and other relevant partners in service design from the outset.
3	Work with other relevant staff to ensure recruitment, selection, on boarding and induction processes effectively support development of teams to provide excellent, resilient person centred support.
4	Create a service design for each new supported person by involving the person themselves, their family (and/or other important people in their life) and relevant multi-disciplinary staff.
5	Recruit and develop support teams for each new person who comes to Thistle for support and work with teams to establish excellent standards of practice in line with the service design.
6	Work with other relevant staff to prepare teams for self-organised working by creating routines that fulfil the requirements of the operational framework including regular: <ul style="list-style-type: none"> • development of 3 month rotas; • action oriented team meetings and decision making; • supervision/intervision sessions; • reviews of support plan and service design; • completion of quarterly quality matters checks; and, • reflective practice.
	Facilitate continuous improvement and practice development within resilient teams

1	Support teams to continuously improve and develop the quality of their relationships with each other, the person they support, family members, and, multi-disciplinary staff.
2	Support staff to listen continually to the person they support (particularly when stressed or distressed) and to reflect on, change, and improve their practice.
3	Proactively support teams and coaches to consider and respond to issues highlighted via reporting mechanisms e.g. daily recordings, mood charts, ABC charts, accident/incident reports etc.
4	Take a lead role in training and supporting teams when working with people labelled as having 'behaviour that challenges services'
5	Work with coaches to support team reviews and implement refinements to service design, support strategies and good practice routines on a 6 monthly basis
Lead the development of good practice across the whole organisation	
1	Contribute to up-skilling the wider organisation in relation to its responses to people who challenge and are experiencing crises.
2	Lead the development of a multi-disciplinary approach with Health and Social Care Partnership colleagues and partners to ensure support for people is guided by those with appropriate expertise.
3	Lead engagement with families across the whole organisation to ensure that they can play an active and meaningful role in shaping and developing our work in supported living.
4	Gather, record and monitor data to evidence outcomes, service impact, areas for further development, and resources required for future delivery of the Thistle strategy.
Work to Thistle strategy, legislation and regulation	
1	Work to the Thistle Strategy including the Thistle Approach, key principles and strategic priorities
2	Ensure compliance with relevant internal and external policies, regulations and legislation e.g. Thistle policies, Care Inspectorate, SSSC, and where appropriate Local Authority requirements
3	Record, report and investigate (where required) concerns in relation to any adult that may be at risk of harm by following Thistle's Adult and Young People Safeguarding Policy.
General	
1	Take part in the manager on-call rota for supporting staff and people we support out of hours.
2	Work with other Strategic Leaders to ensure effective financial management.
3	Produce accurate and timely reports as required.
4	Participate fully in supervision, training and development opportunities including reflective practice.
5	Undertake any further duties deemed necessary by the CEO and Directors.

4. Thistle Approach – Core Competencies

Competency	Description
Understanding Self	In order to work well with people we need to develop a good understanding of ourselves and the impact we have on other people. Being genuine, respectful and listening with empathy to other people's perspectives lies at the heart of all our interactions. We believe this practice is nurtured by the ability to continually reflect on ourselves and the impact we have on others.

Building person centered relationships	In order to be genuinely person centered we need to be able to develop supportive, collaborative and enabling relationships. We also believe that people are the experts in their lives, that they are doing their best and that by working alongside people we are more likely to succeed. We reflect on the extent to which we create trust in all our relationships and how well we work within teams.
Making a difference using person centered approaches	We believe that using person centered approaches can be critical to whether people make the changes they want in their lives or not. We do this by focusing on what matters to each person and what they want specifically to achieve including taking life enhancing risks. We always encourage feedback in order to learn and improve on what we do.
Focusing on Strengths, resilience and contribution	We believe that people have strengths, skills, knowledge and resilience and the ability to contribute to their own and others' lives. We need to be flexible and innovative to enable people to share these attributes and make the most of all contributions in order to find creative solutions. We celebrate the success this brings and build our resilience by learning from setbacks.
Promoting wellbeing, citizenship and community	We believe that everyone is a citizen with rights, responsibilities and a contribution to make to their community. This is only meaningfully possible when you have genuine wellbeing and are fully included in your community. This belief drives the work we do at Thistle so we know we must try to influence the unequal and discriminatory aspects of our society in order to change how things currently are. This requires us to share the 'Thistle Approach' more widely and in turn, learn from the world around us. To do this well we must continually reflect on what this means for us as individuals and as an organisation.

5. Key Principles for Decision Making

These principles underpin everything we do and are the basis for all our decision-making:

- Delivery of person-centred support that focuses on what matters to people
- Achieve financial and environmental sustainability
- Facilitate wellbeing and fun
- Engage people

6. Key Contacts and Relationships

External Contacts: People we support and their families
Regulators e.g. Care Inspectorate and SSSC
Health and Social Care Partnership

Internal Contacts: Supported Living Lead Practitioners and teams
HR, Coaches, Development, ICT and finance teams
CEO and Directors

7. Job context and other related information

- Ability/willingness to undertake some work out with office hours and at weekends
- This post is subject to a PVG Disclosure.

8. Job Description Creation and Revision

Created	May 2021
For review	May 2022