



## OPERATIONAL LEAD: JOB DESCRIPTION

### INTRODUCTION AND BACKGROUND

ELCAP is a Scottish charity which provides care and support for people who are affected by learning disabilities, physical disabilities and mental health problems. We are passionate about making a real difference to the individuals we support, by enabling them to live better, more independent lives within our community.

We are proud to serve the communities of East Lothian and Midlothian, where we provide over 10,000 hours of community-based and respite support each week.

ELCAP employs over 300 staff, with the majority working as Support Practitioners. Our Support Practitioners:

- Support individuals to manage or overcome challenges and lead rich and varied lives.
- Make sure their support meets the needs and wishes of the individuals we work with.
- Identify the abilities, knowledge and skills of the individuals we work with and help them realise their potential.
- Enable the individuals we work with to be as independent as possible and encourage them to play an active part in their community.
- Work with organisations which can help us make more of a difference to the individuals we support.

ELCAP was formed in 1989 and became a charity in 1992. Our Executive Board, which is made up of charity trustees, is responsible for ELCAP's governance and strategy and for making sure that our organisation is administered effectively.

ELCAP is accredited at the Platinum level of the Investors in People standard and is Recognised for Excellence at 4 Star level against the EFQM Excellence Model.

## JOB CONTEXT

The purpose of the post is to ensure that ELCAP delivers high quality care and support services which are safe, sustainable and valued.

The post has four areas of responsibility:

- Managing the delivery of ELCAP's care and support services in a specific locality.
- Ensuring the safety and improving the quality of ELCAP's care and support services.
- Increasing the independence and improving the wellbeing of the individuals ELCAP supports.
- Coaching, leading and motivating Support Practitioners, ensuring they perform to a high standard.

## SPECIFIC DUTIES AND RESPONSIBILITIES

### Managing the delivery of care and support services

- Building positive relationships with the individuals ELCAP supports, their families and health and social care professionals.
- Ensuring personal plans and risk assessment are in place and up to date.
- Working to deadlines and prioritising workload.
- Dealing with external and internal complaints.
- Managing and resolving conflict.
- Ensuring accurate and timely invoicing.
- Acting as a benefits appointee, where required, for individuals ELCAP supports.
- Carrying out audits in services.

### Ensuring safety and improving quality

- Using best practice guidelines for safer recruitment.
- Ensuring staff have a demonstrable commitment to ELCAP's values.
- Ensuring compliance with the Scottish Social Services Council (SSSC) Codes of Practice.
- Ensuring compliance with ELCAP's Adult and Child Protection policy and procedures.

- Reviewing at least twice per year the personal plans and risk assessments for the individuals ELCAP supports.
- Seeking feedback regularly from the individuals ELCAP supports on how we could improve our services.
- Keeping up to date with best practice in health and social care, applying it to ELCAP where possible.
- Delivering training to Support Practitioners, including at induction.
- Equipping ELCAP to achieve positive grades in Care Inspections and implementing any improvements identified in the course of inspections.
- Participating in meetings of ELCAP's leadership team.
- Maintaining a good knowledge of the quality frameworks used by ELCAP – for example, European Foundation for Quality Management (EFQM) and Investors in People (IIP).
- Representing ELCAP on external forums and networks.
- Being an ambassador for ELCAP, attending external events and making presentations, as required.

### **Increasing independence and improving well-being**

- Ensuring that ELCAP's care and support is asset-based, outcome-focused and person-led and is consistent with:
  - ELCAP's values
  - The Health and Social Care Standards
- Identifying ways to improve communication for the individuals ELCAP supports in ways that are personal and meaningful to them.
- Increasing community connections to enable the individuals ELCAP supports to achieve their full potential.
- Using technology to promote independence, while avoiding the risk of social isolation.
- Reviewing support hours and liaising with our public sector partners to reduce these where independence has increased and support needs have reduced.

### **Coaching, leading and motivating**

- Coaching, leading and motivating Support Practitioners at individual and team levels.
- Ensuring Support Practitioners understand and comply with ELCAP's policies and procedures.
- Equipping Support Practitioners to perform well as part of a self-organising team.
- Enabling Support Practitioners to manage their Continuing Professional Learning.
- Monitoring the work of Support Practitioners and carrying out direct observations.
- Participating in ELCAP's out-of-hours on call service on a rota basis.

## PERSON SPECIFICATION

- **Commitment to:**
  - Providing high quality care and support.
  - Delivering asset-based, person-centred services.
  - Enabling individuals to lead rich and varied lives.
  - Demonstrating ELCAP's vision, mission and values
  - Asserting equalities and human rights.
  
- **Qualifications**
  - SVQ 4 in Care Services Leadership and Management, or equivalent, or willingness to achieve qualification within required timescale.
  - Ability to register as a Supervisor with the Scottish Social Services Council (SSSC).
  
- **Skills and abilities**
  - Very good interpersonal skills, with the ability to relate well to people from a range of backgrounds and experiences.
  - Very good communication skills, in verbal and written forms.
  - Very good numeracy skills, with the ability to understand budgets.
  - Very good IT skills across the main Microsoft products.
  - Very good organisational skills, with the ability to prioritise tasks and work well under pressure.
  - Ability to drive, with access to a car.
  - Ability to identify development and improvement opportunities.
  - Ability to use initiative, make decisions and identify solutions.
  - Ability to demonstrate the highest levels of personal and professional integrity at all times.
  - Ability to be resourceful and solutions-focused.
  - Ability to maintain an enthusiastic and positive outlook.

### *Desirable*

- **Experience**
  - Experience of managing resources and staff, particularly in a health and social care context.
  - Experience of quality improvement.

## KEY RELATIONSHIPS

- Individuals supported by ELCAP.
- Families, health professionals and social workers with an interest in the individuals ELCAP supports.
- Support Practitioners.
- Registered Manager.
- Business Manager.
- Chief Executive.

## ACCOUNTABILITY AND LINE MANAGEMENT

The post holder will be accountable to the Registered Manager of ELCAP and will be line managed by her or him.

## LOCATION

The post holder will be based in ELCAP's offices in Woodbine Cottage, West Loan, Prestonpans, East Lothian EH32 9WU.

The requirements of the role will require the post holder to travel across East Lothian and Midlothian. Travel to other areas will be required from time to time, with occasional overnight stays.

In addition, evening and weekend working will be required from time to time – for example, when on call.