

Role Profile (Salary £33,486)

Practice Development Facilitator

Wellbeing Practitioners work in self-organised teams of up to 12 workers. Teams make their own decisions within a framework agreed by the Directorate Team and are supported by a Coach and Practice Development Facilitator (PDF). PDF's provide training and support for teams to learn how to use the tools, processes, and procedures required to do their job. PDF's will always model work practices consistent with a set of person-centred behaviours described as the Thistle Approach. Alongside Coaches, PDF's enable and hold teams to account for working to four key principles and an operational framework. PDF's are accountable to the Supported Living Lead and CEO. PDF's work collaboratively to support teams to build relationships with people and their families.

Key Principles

The following four key principles describe what Thistle teams will achieve in practice:

- Delivery of person centred, strengths-based support that focuses on what matters to people
- Achievement of financial and environmental sustainability
- Facilitation of wellbeing and fun
- Engagement of people we support, families and volunteers

Practice Development Facilitator Responsibilities include:

- Work with the coach to deliver in-team self-organised teams training
- Support teams to gain knowledge, skills and work with the tools and processes below:
 - Establishment and quality matters tools
 - Updating 'My Life My Support Plan' as and when required in the Access IT System
 - Ensuring Thistle 6-month review takes place and is recorded on the Access IT System
 - Recruitment and 6 month review for new staff
- Carry out six monthly quality indicator checks (SQI's)
- Provide 1-1 supervision for staff until the team is up and running with InterVision.
- Engage in and attend individual team meetings where appropriate and necessary.
- Design and support teams to implement effective and consistent person centred support strategies for working with the people they support.
- Ensure views and concerns of people and families contribute to delivery of a quality service.
- Resolve grievances or take disciplinary action as required in response to coaches or others highlighting breaches of operational framework, Thistle Approach, or other serious concerns.
- Ensure staff work to Care Inspectorate, SSSC and Thistle policy, procedures and requirements.
- Maintain good, open, and effective communication with the coach and work closely together sharing suggestions and experiences to support the team, people we support and families.
- Support teams in working to the four principles, operational framework and team agreement.
- Support the team with HR issues where necessary and appropriate.

Core Roles

- **Practice Development Facilitator:** providing support and facilitating learning for people in accordance with the Thistle Approach, drawing on life and professional experience and relevant qualifications.
- **Team Player:** sharing responsibility for the success of the extended leadership team (ELT), supporting and challenging collectively and individually if necessary.

PDF Operational Framework - non-negotiable elements of work include:

1. Time is spent as 70% direct work with teams, and 30% facilitation and learning.
2. Contribute to Extended Leaders Team (ELT) meetings once per month.
3. Attend regular review meetings (8 weekly) with the Coach, Supported Living Lead, and CEO.
4. Coach and PDF provide each other regular InterVision (8 weekly) to: obtain feedback; ensure clear communication; work through issues and actions; and build effective relationships.
5. Engage in collective decision-making using action-oriented decision-making process.
6. Ensure teams work to Care Inspectorate, SSSC and Thistle policies, procedures, requirements.
7. Continually learn and develop keeping up with best practice approaches.
8. Raise breaches of the agreed framework or organisational vision and values, with teams for discussion and action or where necessary with the Supported Living Lead or CEO.
9. Deliver learning, training and development for teams on tools, processes, and procedures e.g. establishment tool, Quality Matters, support planning, recruitment, reviews, and medication.
10. Record and report any concerns in relation to any adult that may be at risk of harm by following Thistle's Adult Support and Protection Policy and Procedure.
11. Record and report any concerns in relation to any adult that may be at risk of harm by following Thistle's Adult Support and Protection Policy and Procedure.
12. PDF must continually learn and develop keeping up with best practice approaches.

Qualifications and experience

- Professional Health and Social Care or equivalent qualification which meets SSSC conditions to register as a supervisor within a housing support service supplemented by specialist training
- Registration with the Scottish Social Services Council or Health and Care Professionals Council

Abilities.

- Ability to design strategies and service responses for people who experience disabilities, mental health or long-term health conditions.
- Skilled in collaborative therapeutic approaches to working with people (e.g. solution focused practice, person centred working and planning, motivational interviewing)
- Proficient in coaching skills and techniques coherent with solution focused practice.
- Experience with process coaching and skilled in question-driven coaching techniques.
- Not make assumptions and observe, notice and judge when issues require an intervention.
- Analytically strong, self-organising and excellent interpersonal, and presentation skills.

- Decision-focused without need to take over, providing remote support without being invisible.
- Good group work skills and experience of group facilitation.
- Ability to work autonomously with support and coaching by the Supported Living Lead.
- Experienced in facilitation and holding conversations that focus on what matters to people and their families.
- Use of systems, Access, Microsoft applications