

1. Job Details

Job Title	Service Development Practitioner	Hours	39 per week	Line Manager	Service Development Lead
Department/ Location	Supported Living: Service Development Team	Contract Type	Permanent	Salary	£26,575 FTE

2. Job Purpose

- a. Support the Service Development Lead to design and develop resilient support for people who are presenting challenges or experiencing crises in service delivery.
- b. Facilitate continuous improvement and practice development in teams by leading the development of positive behaviour by staff in relation to supported people.
- c. Mentor teams to take a proactive, developmental approach to supporting people who are stressed or distressed and reduce frequency and severity of challenging incidents.
- d. 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.
- e. Contribute to learning and professional development both internally and externally.
- f. Achieve effective inter-agency working to meet people's health and support needs.
- g. Contribute to the development of staff to implement the Thistle Approach in practice.

3. Main Responsibilities:

1.	Support the Service Development Lead to design and develop services
1.1	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 life.
1.2	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.
1.3	Work with other relevant staff to ensure recruitment, selection, on boarding and induction processes effectively support teams to provide excellent, resilient person-centred support.
1.4	Support the creation of a service design for each new supported person by involving the person, their family (and/or other important people in their life) and multi-disciplinary staff.
1.5	Recruit and develop support teams for each new person who comes to Thistle for support and work with people and teams to establish excellent practice standards in line with service design.
1.6	Work with teams to prepare 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 rota; • Action oriented team meetings and decision making; • Supervision / InterVision sessions; • Reviews of support plan / service design; • Completion of quarterly quality matters checks; • Reflective practice.
2	Facilitate Continuous improvement and practice development of resilient teams
2.1	Provide direct support in services that require resilient support as required, while a resilient team is built around the person supported. This will include waking nights and/or Sleepovers. <ol style="list-style-type: none"> a) Assisting and supporting the person supported with their basic care needs such as bathing, dressing, shaving and assisting them to learn self care and with direct support, where required.

	<ul style="list-style-type: none"> b) Supporting the person supported to make appropriate choices regarding their nutritional needs. c) Storing, administering and recording medication in accordance with the supported persons needs. d) Reporting to Service Development Lead any concerns regarding the supported persons welfare including health and safety issues and safeguarding concerns. Ensuring the environment is safe and responsive to individual need. e) Actively encouraging and supporting leisure and meaningful activities both inside and outside the home in accordance with the persons interests, choices, needs and support plan. f) Accompanying the person supported on trips and holidays away as required. g) Adhering to all safeguarding requirements and any procedures aimed at the protection of vulnerable adults. h) Using Positive Behaviour Support plans to help minimize any stress or distress that the supported person may experience. i) Recording accurately and professionally.
2.2	Regularly review and discuss with the Service Development Lead achievements and challenges relevant to the persons support.
2.3	Support staff to listen continually to the person they support (particularly when stressed or distressed) and to reflect on, change, and improve their practice.
2.4	Assist in planning and consistently implementing agreed strategies and protocols to support and alleviate behaviour that presents challenges.
2.5	Take a lead role in training and supporting teams when working with people labelled as having 'behaviour that challenges services'
2.6	Work with the Service Development Lead to identify needs and access relevant learning and development opportunities and share the learning with others.
2.7	Ensure support plans are developed collaboratively with the person, staff team, family and any other professionals involved in the supported person's life.
2.8	Proactively support teams, PDF's and Coaches to consider and respond to issues highlighted via reporting mechanisms e.g. daily recordings, mood charts, ABC charts, accident/incident reports etc.
2.9	Develop and review CRISP / BSS Positive Behaviour Support Plans and Restraint Reduction Plans as required in consultation with the Service Development Lead.
3	Work to Thistle strategy, legislation and regulation
3.1	Work to the Thistle Strategy including the Thistle Approach, key principles and strategic priorities
3.2	Maintain and develop a positive culture, in line with Thistle's ethos and approach when working with people who require a resilient approach to their support.
3.3	Ensure compliance with relevant internal and external policies, regulations and legislation e.g. Thistle policies, Care Inspectorate, SSSC, and where appropriate Local Authority requirements
3.4	Record and report (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.
4	General
4.1	Take responsibility for "on call" duties when required
4.2	Produce accurate and timely reports as required
4.3	Participate fully in supervision, training and development opportunities including reflective practice.
4.4	Undertake training and/or professional development activities required for the post
4.5	Maintain confidentiality in relation to people we support and staff at all times. Ensure information is only disclosed to those who have a right or need for it.
	Keep appropriate written accurate records in relation to the people we support.
4.6	Undertake any further duties deemed necessary by the Service Development Lead.

4. Thistle Approach – Core Competences

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

The post holder with work to Thistle’s key principles for decision making. These principles underpin everything we do and are the basis for all our decision making:

- Delivery of person-centered support focusing 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 Personal Development Facilitators, Coaches and Teams. Senior Leadership Team, HR, ICT and finance teams through the Thistle Hub, CEO and Directors

7. Job Context and Other Related information

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

8. Job Description Creation and Revision

Created	July 2022
For review	July 2023