

Job Title: Practitioner
Job Family: Social Care Services
Reports to: Service Manager
Direct Reports: None

Role Summary

Practitioners provide direct support to individuals in homes and communities to improve their mental health and wellbeing.

Support is focused on enabling people to build on their existing skills or develop new skills, increase their self esteem and confidence, which in turn will encourage involvement and promote independence. This is achieved by using interpersonal and motivational skills to help an individual explore options, the possible outcomes/consequences and make an informed choice based on this.

Essential Duties and Responsibilities

Comply with the SSSC Code of Conduct, the National Care Standards, SAMH's policies and procedures and any other relevant legislation.

Assist individuals in their recovery journey, using a range of defined approaches to support self management and social inclusion.

Protect vulnerable groups and individuals from abuse in accordance with SAMH's safeguarding framework.

Evidence outcomes for individuals through the use of person centred planning approaches.
Record and report information in relation to an individuals support in accordance with operational guidelines.
Work collaboratively and develop positive relationships with individuals, families, other agencies and communities.
Exercise judgement and initiative, taking personal responsibility and accountability for your own practice.

Demonstrate a commitment to continuous learning and reflective practice.
Treat every individual receiving support with respect and dignity
Promote the work of the organisation in a positive manner
Challenge the stigma associated with mental illness

Key Working Internal Relationships & Contacts

Accountable to and will work positively and effectively with Service Manager
Will work positively and effectively with all colleagues.

Working Environment/ Special Circumstances

Practitioner duties may include:
Participating rota systems that can include "on-call" and sleepover shifts
Lone working
Working with individuals with challenging behaviour
Providing Personal Care to individuals
Experience & Qualifications

Experience:

Relevant experience in a related mental health field - **Essential**

Experience Supporting people with severe and enduring mental health illness - **Essential**

Experience of supporting people from long term hospitalisation - **Desirable**

Education, Qualifications and Professional Memberships:

SVQ2 in Social Care (or SSSC approved equivalent) - **Essential**

Commitment to achieving SVQ2 within agreed timescale - **Desirable**

Registration with SSSC - **Desirable**

Knowledge & Skills

Knowledge of mental health issues and an understanding of the difficulties faced by people with severe and enduring mental health problems. - **Essential**

Ability to competently respond to risks and challenges that may occur while supporting individuals - **Essential**

Ability to conduct Dynamic Risk assessment and report appropriately - **Desirable**

Good communications skills (verbal and written) - **Essential**

Good therapeutic focused inter-personal skills - **Essential**

Basic IT skills - **Essential**

Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Core Competency

Role Specific Behaviour and Skills

Recovery Focussed

Empathise, inspire and motivate others.

Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.

Build and develop positive relationships with those who use our services.

Engage with a range of people from a wide variety of backgrounds.

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.

Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.

Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach.