

Recruitment Pack

Practice Development Manager

Advertised: Monday 6th May 2024

Closing date: midday Monday 27th May 2024



“Helping individuals to live as full a life as possible and knowing I can make a difference to that person’s life for the better”

Key is handling the appointment to this post directly and so won't be accepting applications via agencies or recruiters.

Welcome



Thank you for taking the time to explore this opportunity with Key and our partner organisation Community Lifestyles.

This is an exciting new opportunity to become part of a team that ensures we 'Make Every Day Matter' for the people we support.

Our workforce is compassionate, talented, and committed to providing high quality, personalised support so that people can live full, active lives in their own homes and communities. Respect for the fundamental dignity of each and every person, regardless of the level of support they require, lies at the heart of our organisation, as do the principles of choice, control, participation and inclusion.

The Practice Development Manager will ensure these principles apply across all of our policies and practices, developing and promoting human rights-based practice and guidance as well as supporting service developments. With a particular focus on supporting and developing best practice for people with complex support needs you will lead by example, working closely with the people we support, their teams and wider networks to enable good sustainable support which empowers people to have choice and control over their lives.

Making sure that disabled people and/or autistic people can live ordinary lives in their own homes and communities, rather than in hospital or a more institutional environment, is one of our key priorities.

If you share our commitment to delivering individually designed support that upholds human rights and enables citizenship, then we want to hear from you.

We're here for those we support - and their families and friends – and for each other. If you join us, you join an extraordinary community of people who will inspire you every day.

If you have any questions or you would like to have an informal conversation, please drop an email to Sheila, our Head of Staff Development, Policy and Practice - sheila.hanney@key.org.uk

Introducing Key and Community Lifestyles

At Key and Community Lifestyles, we provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable them to lead full, active lives in their own homes and communities.

The people we support have a wide range of life experiences and needs, from young people still at school through to people in their 90s. Our approach, therefore, is about working in partnership with the person, and the important people in their life, to build flexible, responsive support which is focused on them achieving what they want from life.

Support is provided by small teams of people who know people and their support needs well and can build warm caring relationships with them and their family. Key is also a Registered Social Landlord (RSL) with over 700 homes across Scotland specifically designed for disabled people and those with long term support needs. Our tenants may get their support from Key or from other social care support providers.

Together with our subsidiary Community Lifestyles, we employ just over 2000 staff (with a relief register of another 500 workers), the majority of whom are directly involved in either providing, organising, or managing support. Around 74% of our workforce are female and our teams deliver over 68,000 support hours per week.

We are passionate about Self-Directed Support (SDS) and firmly believe that the principles underpinning this legislation can deliver upon greater choice and control for all people who use social care supports.

We currently support around 1,000 people with individual budgets and have a wealth of experience in working alongside people to creatively, flexibly, and effectively use their resources to live life to the full



Participation and TAG

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones.

We hold true to these original values today. Our board is inclusive; bringing together unpaid carers, people we support, and people with a professional interest in what Key do, to work alongside the senior team in guiding the work of our organisation and ensuring it is grounded in the experiences of disabled people and their families.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.

About the role

This is a complex role, working across both Key and Community Lifestyles to provide respectful, genuine, authentic practice leadership, in partnership with our management teams. With responsibility for policy and practice development, you will be highly visible in promoting and supporting the highest standard of person centred and outcomes-based practice across Scotland.

The detailed priorities for this post may change over time, but a key area will be to lead on the development, delivery and evaluation of our support strategies for individuals with complex needs.

In order to do this, you will provide leadership to our team of positive behaviour support advisors, developing and supporting human rights-based practice which reduces the need for restrictive practices and promotes good outcomes. As an experienced practice leader, you will lead by example, working to ensure that people with complex support needs have the choices, dignity, independence and good access to local communities that most people take for granted. You will be committed to the genuine involvement of the people we support and their families, upholding their right to have the fullest possible choice and control over how their needs are met.

Working closely with managers and staff from across Key and Community Lifestyles you will confidentially advocate excellent practice in line with our values and support a thriving community of practice leaders who understand the values and ethos of positive, active support.

Although based in our Glasgow office there will be travel across Scotland to work alongside our staff and the people we support. Our culture encourages relationship based, positive, face-to-face engagement and we believe it is important that we are available and accessible to the people we work with and those we support.

That said, we recognise the benefits of being flexible as an employer, and so we are able to offer an element of hybrid working on a non-contractual basis.

It is something we're happy to chat about during the interview process.

Job Description

Let's take you through the details of the role, with our job description. The main objectives of the post are:

- To promote and support the highest standard of person centred and outcomes-based practice in Key and Community Lifestyles.
- To lead on the development, delivery and evaluation of our positive behaviour support strategy and advise on professional practice, policy and procedural guidance.
- To assist in various management processes including participating in service development, service review and direct management support, as required.
- To work with the people we support, their families, TAG and other stakeholders to measure and evidence the impact of personalised service design and delivery for disabled people, particularly those with complex support needs.

This is a complex role, and the detailed responsibilities are likely to change and develop over time.

Practice Development

- Develop and support human rights-based practice in line with personalisation and Self-directed Support.
- Lead on the development and implementation of the organisation's positive behaviour support strategy for individuals with complex needs, including practice leadership, guidance, training and learning pathways.
- Provide leadership, guidance and support to our team of positive behaviour trainers and practice leaders.
- Establish and develop an internal community of practice leadership for positive behaviour support and people with complex needs.
- Work alongside managers and teams to develop staff skills, solve problems, translate complex general guidance into practical person-centred action and provide ongoing reassurance, motivation and direction.
- Build strong and effective relationships with external professionals to ensure a consistent and multi-disciplinary approach and developing and maintaining links with external positive behaviour networks.
- Support the further development of practice, in line with national policy developments, seeking feedback and involvement from the people we support, families and TAG.
- Keep up to date with research and changes in relevant legislation, guidance, regulation, and practice standards to inform best practice and best use of resources.
- Seek opportunities to develop working relationships, partnerships and initiatives with others in our sector to progress self-directed support and best practice.

Job Description

Evidencing our impact

- Implement effective processes, systems and tools to measure and demonstrate the impact of our practice development strategies and communicate outcomes and required improvements clearly and confidently.
- Work closely with the Policy and Engagement Manager to ensure that the positive impact on people's lives is evidenced and celebrated.
- Work closely with the Participation and Inclusion Manager and TAG to ensure the people we support can participate, shape and contribute to practice and policy developments.
- Contribute to written submissions for new services, initiatives and funding relating to practice and complex needs leadership role. This may include participating in tender interviews.

You will also represent Key and Community Lifestyles effectively in a variety of external working groups and ensure high quality relationships with relevant external agencies and partners; prepare reports and attend/present to meetings and forums as required and provide effective line management to other staff, as required.

Person Specification

This leadership role is central to our commitment to delivering person-centred services.
Here's what we're looking for:

Knowledge and experience

- Experience of managing and leading a team delivering social care support
- Experience of successfully supporting individuals with very complex support needs to live good lives in the community
- Experience of leading practice development and training in relation to positive behaviour support within a human rights and person-centred approach
- Proven track record in involving disabled people in the development of strategies and policies
- Knowledge and understanding of the current social care policy and practice environment including the Scottish Government Coming Home agenda

Skills and approach

- Well-developed leadership and interpersonal skills
- Strong organisational and project management skills
- Commitment to collaborating with organisational colleagues and external agencies
- High level of digital skills including MS Office as well as information management systems
- Excellent written and report writing skills

Qualifications

- Social care/relevant professional qualification
- A Recognised PBS/BILD qualification would be advantageous, but not essential.

What you'll receive

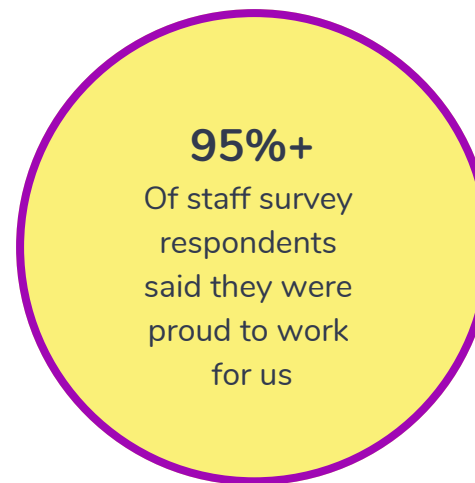
- Full time (35 hours per week), permanent role
- Salary - £43,724 to £53,398 (pay award pending)
- Annual leave - 33 days plus five public holidays per year
- Defined contribution pension
- Occupational Sick Pay
- Employee Assistance Programme offering free confidential counselling, advice and support
- Cycle to Work Scheme
- Free access to Occupational Health Support
- Credit Union Membership
- Blue Light Card/Blue Light Ticket registration which offers a range of discounts and savings



What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation.



"Seeing the people we support happy and working towards outcomes which are person centred round their choices and wishes."

"Feeling that I am valued and able to make a difference in people's lives."

"I love doing my job and the network of people who we support everyday."

"I never thought that after a day's work I'd feel so fulfilled and proud of what I did that day, making a change to someone's life in small simple ways."

How to apply

Please complete our:

- **Application Form**
- **Personal Profile** - this will be shared with people we support who will be actively involved in the recruitment process

We expect the interviews to take place in Glasgow on Wednesday 5th June 2024

We are a disability confident employer

As a Disability Confident Employer, we very much welcome applications from disabled people.

We do not request information about specific health conditions or impairments at this point in the recruitment process. However, we commit to interview all disabled applicants who meet the minimum criteria for this role.

The Equality Act (2010) indicates that:

A disabled person is defined as someone with a physical or mental impairment that has a 'substantial' and 'long-term' effect on their ability to do normal daily activities. If you are a disabled person and wish to inform us of this so that we can fulfil this commitment to you, please indicate this in your email when you submit your application.

Send your application to jobs@key.org.uk The closing date is midday Monday 27th May 2024

Recruitment Pack - Practice Development Manager