

Recruitment pack

Practice Development Manager (Complex Support)

Advertised: Tuesday 16th July 2024

Closing date: Sunday 4th August 2024



Learn more and watch some amazing films at key.org.uk/careers



“

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”

Welcome

Thank you for taking the time to explore this position within Key and our partner organisation, Community Lifestyles.

This is an exciting 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 and rights of each person, regardless of the level of support they require, lies at the heart of everything that we do.

The Practice Development Manager (Complex Support) is a pivotal role, promoting and supporting person-centred and outcomes-based practice, while leading on our Positive Behaviour Support and Trauma-focused strategies, in close collaboration with others.

If you would like to find out more, please contact Sheila, our Head of Staff Development, Policy, and Practice sheila.hanney@key.org.uk
We'd love to hear from you!





Introducing Key & Community lifestyles

Key and our subsidiary, Community Lifestyles, 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.

Participation & 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.



Introducing Key & Community lifestyles

Together we employ just over 2000 staff (plus a relief register of 500), 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.

We are committed to the Scottish Government's Coming Home agenda, having a track record in supporting people with complex support needs, people moving out of institution care including those living in out of areas placement, far from their families, friends, and original communities.

Individual services range from a few hours per week to 24/7 support in people's own homes and communities, reflecting each person's agreed outcomes and personal plan.



2,000
disabled people supported



17
Local authorities



700+ homes



Over **2,000** staff



500
people on staff relief register



68,000
support hours every week



1,000
people supported with
personal budgets



74%
of our workforce are female

About the role

As a member of the Staff Development, Policy, and Practice Team, you will be integral to support to our operational colleagues in relation to best practice, staff learning and development, policy, engagement and health and safety.

Working closely with our Learning and Development Team, operational managers, housing colleagues and team of specialist behaviour support instructors, you will:

1. Promote the highest standard of person-centred, outcomes-based support.
2. Lead on the delivery of our Positive Behaviour Support and Trauma-focused strategies.
3. Provide supervisory guidance and development support to our team of behaviour support instructors and together oversee a Community of Practice for our Practice Leaders.

An experienced practice leader, the Practice Development Manager (Complex Support) will have a particular focus on supporting and developing best practice for people with learning disabilities and complex support needs, to lead their best lives.

Working collaboratively with people we support, operational colleagues and others the postholder will develop and promote practice, guidance and developments which are underpinned by person-centred approaches and human rights. The postholder will ensure this work reflects our organisational values and culture which focuses on people living their best lives, supported by a knowledgeable, skilled, and committed workforce.



Job description

Practice Development Manager (Complex Support)

Reporting to: Head of Staff Development, Policy, and Practice

As organisational lead for Positive Behaviour Support, the postholder will be responsible for the development, delivery, and evaluation of all aspects of our complex support needs framework including policy, practice leadership, guidance, and associated resources.

This will involve working closely with a wide range of stakeholders including operational managers, our team of specialist complex needs instructors, and our Learning and Development Team.

The postholder will also be the main contact with our external specialist training provider.

Based in Glasgow, the role is pan-organisational and will involve travel across Scotland working closely with managers, complex support need instructors, staff, and the people we support.

Detailed Responsibilities

Person centred outcomes-based practice

- In partnership with the individuals, we support, our managers, staff and others, promote leadership and support practices in line with organisational values, legislation, national policy developments and evolving / emergent best practice.
- Work collaboratively with others to develop and implement practice guidance, policies and associated learning and development resources, drawing on feedback and involvement from the people we support, their families, teams, and TAG.
- In conjunction with Operational Managers, the Participation and Inclusion Manager and our Policy and Engagement Manager ensure that the positive impacts on people's lives are robustly evidenced and celebrated whilst identifying areas for further improvement and development.

Positive Behaviour Support Lead

- 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 ensuring all stakeholders are involved.
- Act as the main contact with our specialist external Positive Behaviour Support training provider.

Job description (cont)

Positive Behaviour Support Lead (continued)

- Provide leadership support to operational and learning and development colleagues and provide supervisory guidance and development support to our team of behaviour support instructors.
- In collaboration with managers, teams and behaviour support instructors develop staff skills, solve problems, translate complex general guidance into practical person-centred action and provide ongoing reassurance, motivation, and direction.
- Establish and oversee our internal Community of Practice for Practice Leaders and Behaviour Support Instructors who are working alongside people with complex support needs to continually innovate and further develop practice.
- Design and implement effective processes and tools to measure and demonstrate increased quality of life for people we support ensuring that least restrictive practices are minimised and only considered in conjunction with multi-agency agreement with a restraint reduction approach.
- Actively participate and contribute to application of learning from national complex support needs policy developments such as the Coming Home agenda, research, and forums.
- 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.

Trauma-focused Practice

- In collaboration with others develop and implement the organisation's trauma-focused strategy.
- Ensure our workforce's learning and development pathways reflect that national trauma framework and organisational values.

Other

- Represent Key and Community Lifestyles effectively in relevant forums, meetings and working groups to establish, develop and maintain high quality relationships with external agencies and partners.
- Seek opportunities to develop working relationships, partnerships, and initiatives with others in the wider social care sector to ensure the organisation leads on and contributes to best practice.
- Provide effective and supportive line management to other staff, as required.
- Engage in other duties as required in line with general objectives of this post.

Person specification

Knowledge and Experience of

- Managing and leading a team delivering social care support
- Successfully supporting individuals with very complex support needs to live good lives in the community
- Leading practice development and training in relation to positive behaviour support within a human rights and person-centred approach
- The current social care policy and practice environment including the Scottish Government Coming Home agenda.

And ideally, a proven track record in involving disabled people in the development of strategies and policies.

Skills and approach

- Well-developed leadership and interpersonal skills
- Strong organisational and project management skills
- Commitment to collaborating with organisational colleagues and external agencies
- Strong digital skills particularly MS Office
- Excellent written and report writing skills.

Qualifications

- Social care/relevant professional qualification
- A Recognised PBS/BILD qualification would be advantageous, but not essential. We will support this for the successful applicant.



What you'll receive

- Full time (35 hours per week) permanent role
- Salary **£46,296 - £50,102**
- 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.

95%
of staff survey respondents said they were proud to work for us

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 the 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.”

“

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”

“

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



How to apply

If you think this is the job for you, and you've got the knowledge, skills, and passion we are looking for then please complete our **Application Form** and **Personal Profile** [here](#) .

The **Personal Profile** will be shared with people we support who will be actively involved in the recruitment process.

The closing date is **Sunday 4th of August 2024**

We expect the interviews to take place in Glasgow on **Tuesday 13th of August 2024**.

What to expect at interview

We believe that people we support should be involved in all aspects of our work, including the recruitment of those that work for us. Our selection process has been designed to ensure that there is the opportunity for you to share your skills and experience with a panel of people we support to ensure that we have a position of shared decision making in all that we do.

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.

