

Apex Scotland Practitioner

Salary:	£26,500 – £28,000 per annum / pro rata for part-time
Hours:	Hours per week as specified in the contract (may include evenings and weekends) Full Time, 35 hours per week
Location:	This role is field based. The role holder have an administrative base (the hub closest to them) and will be expected to travel throughout their operational area as part of this role.
Reporting to:	Operational Service Manager
Benefits:	Pension scheme Death in service benefit: 2 times salary. Holidays: 20 days (increasing to 25 after 5 years continuous service) + 10 public holidays. Christmas break: allocated days over Christmas and New Year in addition to the Holidays allowance. Perkbox which provides an Employee Assistance Programme together with access to a range of well-being support, discount opportunities and offers.

The Role

The role practitioners play at Apex Scotland is pivotal to the success of our organisation in making significant improvements to the lives of those we serve, their families and the communities in which they live.

Practitioners manage a caseload of allocated participants within their service or programme. Practitioners deliver appropriate and relevant casework that supports and reflects individual participant's needs and circumstances. This includes the co-ordination of direct and indirect support in relation to their stage of the Apex Scotland Participant Journey.

Specifics of the service or programme are attached as applicable.

Key Result Areas:

- Holistically assess participant support needs, both in relation to the interventions Apex Scotland can offer, and those interventions best provided by partner agencies and organisations.
- Undertake all assessments in collaboration with participants; adopting a co-production approach to encourage and support autonomy, an aim embedded from the outset.
- Support participants of Apex Scotland services to feel empowered, establish personal aspirations and challenge themselves.
- Agree and work with participants to establish actions and goals identified within their support needs, through an individualised action plan.
- Collaborate and work alongside other key professionals involved in supporting specific elements of support and casework with participants.
- Represent Apex Scotland as a provider of specialist services and uphold the charity's required, associated quality standards and professionalism at all times.

Duties and Responsibilities:

As a Key Member of the Apex Scotland Service Delivery team:

- Fully participant in, and contribute to, detailed caseload reviews.
- Represent Apex Scotland and the high standards of our practice amongst other key sector professionals, for the delivery of services.
- Adhere to all Apex Scotland policies and procedures, paying specific attention to our protection of participant confidentiality and demonstrate understanding of when this may be required to be breached.
- Promote, monitor and maintain health and safety, and security, in the working environment.
- Participate in activities which promote the sharing of learning and good practice within Apex Scotland and amongst partner organisations as required.
- Take responsibility for your own professional development
- Support the development of services based on your knowledge gained through service delivery.
- Participate in team meetings, ad hoc working groups and other shared learning opportunities throughout Apex Scotland

1. Case Management

- Case manage allocated workloads with an agreed case management plan.
- Be responsible for the co-ordination of an allocated volume of participants to lead on their action plan design and development.
- Assess participant needs which are disclosed or shared by a referring partner, utilise your expertise to recognise and identify wider participant needs based on your ongoing awareness of their personal situation.
- Provide guidance and make recommendations for progress to participants.
- In collaboration with the participant, establish a clear direction for their action plan alongside engagement with, and progression through, the Apex Participant Journey.

- Operate with a SMART goals approach (Specific, Measurable, Achievable, Relevant, Time-Bound) while being ever ready to support the participant to adapt if action plans do not achieve as planned.
- Work closely alongside other key professionals responsible for undertaking or leading casework with a participant, i.e. justice social workers. Contribute to their case management plans in an articulate manner, demonstrating the impact of Apex Scotland.

2. Service Delivery

- Deliver services in both 1-1 and group settings, and in an environment deemed suitable by Apex Scotland to maximise participant access engagement.
- Ensure participants of Apex Scotland services gain an appropriate, high-quality intervention relevant to their case management plan, and that the approach complies with partnership operational guidance and standards.
- Provide comprehensive support, guidance and mentoring to Participants, supporting them in the areas of transition from prison into the community, health, housing, finance and social integration, etc., with the aim of reducing re-offending and address challenging behaviour.
- Provide mentoring support to encourage and empower Participants to engage in activity to improve their life and employability opportunities.

3. Engagement

- Be aware of wider community opportunities which can respond to participant support needs and actively signpost or refer to these on behalf of the participant.
- Attend and engage with practitioner engagement and networking events.

4. Risk Management

- Be able to identify and act appropriately upon any safeguarding, child or adult protection concerns.
- Comply with all required risk management processes and actively engage and participate into risk assessments.
- Record accurate case notes that reflect the impact of the Apex Scotland intervention, and recognise the significance of these notes, that they may be required to be used in legal proceedings such as for social work reports or in Court.

5. Record Keeping

- Robustly complete and maintain any required information recording processes and systems Apex Scotland employs, both paper and digital, that detail the work of the service provided, including required partner systems.

6. Other

- Take ownership for self-development by highlighting opportunities and agreeing a Personal Development Plan with the Operational Service Manager.
- Promote Apex as an organisation and represent its interests in a professional manner while complying with all moral and acceptable dress codes of practice.
- Work collaboratively with other operational service delivery colleagues.

- Support in ensuring the operational service meets legislative and all relevant regulatory requirements.
- Uphold the values of Apex Scotland.
- Attend meetings and training courses as required, including regular supervision meetings and annual appraisal with the Operational Service Manager.
- Uphold and implement the policies and procedures of Apex Scotland throughout all aspects of the work of the organisation.

Who you will be working with:

- Operational Service Manager
- Service delivery and support colleagues
- Internal and External stakeholders
- Partner organisations

The above accountabilities and responsibilities are not exhaustive, and the Jobholder may be required to undertake additional duties that are consistent with the level and grading of the role.

Job Evaluation

Level of Demand	Factor Level		Factor Level
Communication Skills	3	Responsibility for Financial Resources	1
Dealing with Relationships	3	Responsibility for Physical Information and Resources	1
Responsibility for Employees	1	Initiative and Independence	2
Responsibility for Services to Others	1	Knowledge	2

Preferred Candidate Profile:

An individual who has a commitment to participant rights, equal opportunities, and a positive, assertive attitude to support people to take ownership of real change in their lives.

Skills and Experience:

- Ability to listen and communicate effectively with Apex participants.
- Ability to work as part of a team, both with Apex Scotland colleagues and in partnership with other agencies.
- Ability to work independently with participants
- Ability to supervise the work of others.
- Accurately record case notes and write reports, demonstrating written and digital skills, feeding into management reports.
- Organisational and co-ordination.
- Recognise, assess and address, problems.
- Respond to safeguarding policies and procedures.
- Be proactive and use initiative.

Personal Attributes:

- Flexible and adaptable.
- Self-aware and self-reflective.
- Positive attitude.