

JOB DESCRIPTION

JOB TITLE: SENIOR PRACTITIONER

DEPARTMENT / SERVICE: Falkirk Core and Cluster (Care Leavers)

PURPOSE OF THE JOB

As a senior practitioner, you will be skilled and experienced in working with care-experienced young people. Taking a trauma-informed approach, you will be responsible for complex and varied key-working issues, co-ordination of complex support arrangements and supporting the leadership of the service. You will use your extensive knowledge and experience to provide support and guidance to less experienced colleagues through informal mentoring (where relevant).

You will have extensive experience in multi-agency working, housing support systems and the support of care experienced young people which you will use to establish and maintain respectful and empowering relationships with service users so that they feel valued and supported and in control of their own lives. You will be responsible for carrying out assessments of new service users and for reviewing existing service users on a regular basis.

In your role you will offer practical, emotional and social support to care experienced young people within the project, assisting them to develop the independent living skills necessary for future tenancy sustainment. You will need to develop warm and effective relationships with the young people supporting them to cope with their lives in a positive and planned way so that they can make informed choices and take responsibility for their actions, advocating for them with a range of other agencies to ensure their rights are upheld at all times.

VALUES

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

MAIN AREAS OF RESPONSIBILITY / TASKS

As a Senior Practitioner you will be expected to:

- Develop and use specific expertise that is required by the Service (i.e. care-experienced young people)
- Coach, mentor and support less experienced colleagues, as required
- Provide guidance and advice on policy and procedure, as required
- Coordinate complex support arrangements involving a range of professionals, including risk management
- Arrange and complete initial assessments and regular support reviews
- Establish supportive relationships with service users based on mutual respect and equality
- Be responsible for a number of key work relationships; identifying needs, assessing risks, planning and reviewing support with the service user
- Provide support to a range of people with a variety of different and complex needs
- Support and assist service users to set up, maintain and sustain their home
- Support and assist service users to develop independent living skills
- Provide advocacy support
- Support with income maximisation and housing options
- Support and assist service users to cope with the responsibilities of a tenancy as well helping them take responsibility for the safety and security of themselves and their home
- Support and assist service users to plan for their futures using a trauma-informed approach
- Support and assist service users to access services that will help them to maintain their homes
- Respond appropriately to incidents and emergencies and put in place remedial action
- Support and assist service users to build up local networks in their community, making connections and assisting them to gain new interests and experiences
- Be responsible for developing and maintaining records such as contact notes, needs assessments, risk assessments, support plans, review notes etc individually and on behalf of the team
- Liaise with other agencies that are involved with the service user, advocating on their behalf and accessing professional help if required and appropriate
- Promote and actively encourage service user involvement
- Be able to provide evidence of meeting contractual obligations i.e. monitoring systems
- Attend/contribute to multi agency meetings in relation to individuals support requirements
- Have and be able to share knowledge of multi-agency working
- In some services, you may be required to participate in providing an on call service.
- Take a lead role for Team in absence of Team Leader / Service Manager if required and as agreed.

- Support the delivery of quality support services and development of staff through carrying out observed practice with less experienced colleagues as part of an integrated approach to performance management.
- Provide responsive ad hoc mentoring to support workers / less experienced colleagues.
- Undertake fact find and investigations into potential conduct issues (NB formal conduct, capability, performance and grievance issues will be dealt with by the Team Leader / Service Manager)
- Support the induction of new employees
- Provide support and assistance for Care Inspectorate inspections
- Supervise student placements and ensure all requirements are met in relation to this if required and as agreed with Team Leader / Service Delivery Manager.
- To undertake post registration training and learning and develop and maintain knowledge, skills and values
- To carry out other duties, within the scope of the job, and to meet the needs of the business if required.

GENERAL

As a Senior Practitioner, you will have:

- Extensive and varied experience in support work
- An extensive knowledge of the positive indicators which are a natural part of practice with no need to be conscious of what is done and how it is being done.
- A sound understanding of the trauma-informed approach
- Self-reflection as a regular part of practice ensuring that expertise is maintained.
- An ability to actively seek feedback regarding performance from service users and other professionals and be fully effective in a range of job specific competencies
- Experience of mentoring less experienced colleagues and proven experience of contributing to development of colleagues.
- An ability to share knowledge of multi-agency working
- Experience of co-ordinating complex support arrangements
- Experience of supporting the work of other people and providing feedback
- A specific area of practice expertise that is required by the service

RELATIONSHIPS

- Service Users
- Colleagues, including Link Group business partners
- Team Leaders
- Managers
- Local Authorities
- Partner Agencies
- Funding Bodies
- Regulatory Bodies
- NHS

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or line manager. You will actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

To comply will all relevant data and records management legislation, policies and procedures by ensuring that all information is processed, stored, and destroyed in line with data management practices and retention periods.

ACCOUNTABILITY

This post is accountable to the Team Leader.

PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
General standard of secondary education with passes in English and Maths at Standard Grade level	√	
Willingness to work towards and achieve an appropriate qualification recognised by the Scottish Social Services Council (SSSC) to achieve and maintain registration with a regulatory body	√	
SVQ Social Services and Healthcare SCQF Level 6	√	
SVQ Social Services and Healthcare at SCQF Level 7 plus a suitable supervisory or management qualification or able to achieve qualification within required timescales	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Knowledge and experience of social care and housing issues	√	
Knowledge of welfare rights; benefits, procedures and entitlements	√	
Knowledge and experience of housing support / care at home systems	√	
Extensive knowledge of diversity of service user groups	√	
Knowledge of issues affecting people who are excluded and marginalized	√	
Extensive experience working with care-experienced young people	√	
A commitment to people and ability to develop and sustain relationships	√	
Understanding of the issues affecting care experienced young people	√	
A sense of judgement and ability to make decisions and be responsible for them	√	
Non-judgemental attitude and ability to see people's gifts	√	
Willingness to embrace diversity and challenge opinions that are exclusive	√	
Sensitivity and responsiveness to people's emotional and social health	√	
A proactive approach to your own learning and ability to keep up to date with practice issues/policy/legislation	√	
Have self-reflection as a regular part of practice ensuring that expertise is maintained.	√	
Able to actively and naturally seek feedback about performance from others as part of a self reflective process	√	

Working with vulnerable young people, people with learning difficulties, people with mental health difficulties, people with a history of offending behaviour, people with drug or alcohol issues or people who are homeless or at risk of becoming homeless	√	
Good personal computer skills and the ability to use technology efficiently to maintain and update records	√	
GENERAL / OTHER		
Current drivers' licence and access to a reliable, roadworthy car		√
Meet the requirements of Disclosure Scotland Protection of Vulnerable Groups (PVG) Scheme membership for working with both protected adults and children	√	
Flexible, practical and reliable approach. Able to work flexible hours including evenings, weekends and public holiday	√	
It is a requirement for employees working in regulated roles to achieve and maintain registration with an appropriate regulatory body, e.g. SSSC within 6 months of commencing employment in post. SSSC registration in this post is as a Supervisor in a Care at Home and/or Housing Support Service.	√	

TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Employer	LinkLiving Limited Registered Office; Link House, 2c New Mart Road, Edinburgh, EH14 1RL. LinkLiving is a partner organisation within the Link group of companies (parent company Link Group Limited) resulting in employer details referencing both "LinkLiving" and "Link."
Hours	Normal hours of work are 37.5 hours per week Monday to Friday with a minimum 30-minute unpaid lunch break, together with such additional time as is necessary for the proper and efficient discharge of your duties which may include evenings, weekends and public holidays.
Flexible Working	Flexible working options in most roles and services based on the operational need of the business e.g. time off in lieu, flexi-leave..
Contract	Permanent
Location	Normal place of work will be Falkirk Core and Cluster in Falkirk and you may also be required to travel across all areas of Link's services to fulfil the duties of the post based on business needs.
Salary	£29,249 - £32,093 per annum. Salary will be dependent on skills and experience An Inflation-Related Pay Award is normally awarded annually in April.
Performance Related Pay	Discretionary annual performance-related salary increase and/or non-consolidated (bonus) pay awards subject to terms of the scheme.
Pay Date	Salaries are paid on the 25th of the month. When the 25th falls on a public holiday or weekend, you will be paid on the last working day of that week.
Annual Leave	35 days per annum (including public holidays) rising to 38 days after completion of three years' service. Annual leave will be pro-rata for part-time staff. The holiday year runs from 1 April to 31 March. Holiday entitlement for part years is calculated on a pro-rata basis.

Pension	Link automatically enrolls eligible employees to the defined contribution pension scheme which operates as a net pay arrangement by default. The minimum auto-enrolment rates are: •Link: 5% of basic salary •Employee: 3% of basic salary Employees can opt to increase their contributions: <table><tr><td>Employee:</td><td>4%</td><td>5%</td></tr><tr><td>Link:</td><td>6%</td><td>6%</td></tr></table> Unmatched additional voluntary pension contributions (AVCs) may be made through salary exchange or a net pay arrangement, as either a lump-sum payment or monthly deductions.	Employee:	4%	5%	Link:	6%	6%
Employee:	4%	5%					
Link:	6%	6%					
Pension Contribution Salary Exchange Scheme	Eligible employees can opt in to the scheme by varying their contract of employment to give up a percentage of their gross salary/pensionable earnings (before tax and National Insurance). In return, Link will make a pension contribution of the same value on their behalf, rather than the contribution being deducted through the net pay arrangement.						
Company Sick Pay	Enhanced company sick pay on a sliding scale based on an employee's continuous length of service up to a maximum of 26 weeks full pay and 26 weeks half pay.						
Company Familial Leave	Enhanced familial leave and pay entitlements.						
Business Travel	Authorised business travel undertaken in a private vehicle must be claimed on a cumulative basis for all business miles travelled within the financial year (6 April to 5 April). Mileage rates are subject to change and are typically aligned with HMRC Mileage Allowance Payments: 45p per mile for the first 10,000 miles and 25p per mile thereafter, with an authorised passenger allowance of 5p per mile.						
Notice Period	1 weeks during probationary period and 4 weeks thereafter.						
On-Call	Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.						

HEALTH & SAFETY

Health & Safety	Link promotes a healthy and inclusive working environment and achieves this aim by supporting active, staff-led Health and Safety Committees, benefits and promotions
Lone Workers	Link provides a range of lone working risk assessments, devices and support from managers with a 24/7 alarm receiving centre to reduce risks of working alone for periods of time.
Smoking	All Link group offices operate a No Smoking Policy (includes cigarettes and e-cigarettes (vaping)). Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.
Work Wear	Post holder will be provided with appropriate work wear and protective clothing and/or equipment to carry out the duties of your post. Where applicable, it is a condition of your employment that you wear the clothing and/or equipment as provided.