



## JOB DESCRIPTION

**POST:** SUPPORT PRACTITIONER

**REPORTING TO:** ASSISTANT SERVICE CO-ORDINATOR/ SERVICE CO-ORDINATOR

**ACCOUNTABLE TO:** SERVICE MANAGER

### **JOB PURPOSE & CORE DETAILS- To:**

1. Work to the service and organisation's aims and values and promote the citizenship of the people we support.
2. Deliver support to people who use Turning Point Scotland's services and in so doing contribute to the provision of the highest possible quality of social care support which meets the service specification.
3. Operate at an established level of social care practice, or engaged moving towards established.
4. work to the company's values - **Because People Matter**
5. Undertake CPD (continuous professional development) with the support of your line manager and use appraisals and supervision fully.
6. Keep your registration and membership to relevant professional bodies up to date and valid.
7. Undertake any outstanding required qualification for registration, or if not working in a registered service qualify at the **minimum** of SVQ level 2 in Health and Social Care.
8. Undertake any other duties or responsibilities as may be deemed appropriate to the post by the Service Manager (or nominated deputy).
9. Provide, prompt, administer medication and healthcare & wellbeing support as required

### **MAIN DUTIES AND RESPONSIBILITIES:**

#### **Support to people who use services- To:**

- Provide support and assistance to people who we support in accordance with their support plans and the service aims.
- Assist with initial and on-going assessments of people who we support.
- Advise people who we support in accordance with guidance from senior colleagues or in accordance with the service aims.

- Be a key worker as required.
- Maintain professional confidentiality and boundaries at all times.
- Support and assist people who we support in crisis situations, and/or manage physical risk or behaviour likely to cause incidents, in accordance with the support plan or service protocol.
- Travel within the service area you are contracted for and supporting the travel and transportation of people who we support in accordance with their support plan (motability, own car, service vehicles, public transport etc).
- Have an understanding of the causes and effects of social exclusion as is relevant to the service and area in which you work.

**Planning, policies and record keeping- To:**

- Devise, review and update support plans, record events and observations and keep appropriate records as required in the service.
- Attend and contribute to service user reviews often as a key worker or as required.
- Co-ordinate elements of support in accordance with the support plan.
- Follow risk management plans, and follow and update risk assessments.
- Work with data in line with the data protection act.
- Work with and comply with standard operation (finance, operational, H&S, HR) and service procedures.

**Interactions with other people- To:**

- Administer or prompting medication and ensure that medication protocols are adhered to.
- Support or buddy new staff and volunteers/those on placement to show them how your practice complies with the SSSC Codes of Practice.
- Have a collegiate approach; ask when you need support or guidance and team work well with a diverse group of people.
- Manage and resolve conflict promptly and raise or report issues appropriately using the correct internal processes.
- Directly communicate with the families of the people we support as

appropriate.

- Liaise with workers from other agencies when requested to do so by senior colleagues.
- Work in accordance with the service meeting the relevant legislation and National Care Standards.
- Liaise with landlords and similar others on behalf of people who we support when requested to do so by senior colleagues.
- Maintain confidentiality with shared information.
- Be aware of health and safety and contribute fully to keeping my work environment, community, people who use services and myself safe.

#### **Leadership- To:**

- Provide buddying or informal coaching to new staff.
- Support the delivery of a specific part of the service such as group work.
- Continuously contribute to service development and improvement.
- Contribute to Turning Point Scotland.
- Keep abreast of changes or sector requirements that are relevant to you.
- Appropriately challenge oppressive or potentially abusive behaviours or practices and report any concerns quickly to senior colleagues.

#### **MISCELLANEOUS- applies only in certain services**

1. To undertake sleepovers, overnight and weekend working and occasionally participate in people who we support' holidays, as required.
2. To undertake training that may be technical or specialised that will benefit the service.
3. To perform lone working.