



Job Description & Person Specification

- Deputy Practice & Wellbeing Leader- Edinburgh West

Post:	Deputy Practice & Wellbeing Leader
Service:	Housing Support and Care at Home Services Edinburgh
Line Managed by:	Practice & Wellbeing Leader
Salary Range:	£29,039.48 - £30,361.30 per annum pro-rata (based on 39-hour work week) Sleepover rate: £107.60 per night
Hours:	39 hours per week
This post requires PVG clearance. Applicants who are not members of the PVG scheme should be prepared to join before commencing employment. This post requires registration with the Scottish Social Services Council (SSSC). Applicants who are not registered with the SSSC when starting will have 6 months in which to register. Applicants already registered with the SSSC must inform that body of their employment with The Action Group. Main Purpose: The main purpose of this post is to support the Practise and Wellbeing Leader in providing leadership to a team of Support Workers in Support Services. The post holder will carry out line management responsibilities under the direction of the Practise and Wellbeing Leader. In consultation with the Practise and Wellbeing Leader, some elements of service leadership will be delegated to the post holder, according to both workload requirements and individual strengths.	

The post holder will also retain a large element of direct support work, to support service delivery, retain links with people who receive support and provide on-the-job coaching and support for the staff they manage. They will act up for the Practise and Wellbeing Leader during periods of A/L to ensure their team is taken care of, and to provide development opportunities for the Depute Practise and Wellbeing Leader.

The main duties for this post are detailed below using the following 3 headings.

1. Team Leadership (30%)

2. Working directly with people who receive support from the Action Group (70%)

The percentage figure after each heading is the approximate proportion of work time that we anticipate the post holder will spend working on each area.

1. Specific Duties

Leadership Responsibilities

- a. Determine specific team objectives (in conjunction with Development Manager, Action Group Strategic Objectives, TAG Business Plan etc)
- b. Lead by example, to set a positive and empowering ethos within the team; trying to ensure that high morale is maintained throughout team, particularly with respect to the continuous degree of change management required within the role
- c. Act as an effective 2-way communication conduit between Senior Management and all Team members (eg incident reporting and co-ordinating regular team meetings)
- d. Attend and participate in review meetings relating to people who receive support as required
- e. Take part in the on-call rota
- f. Work closely with the Practise and Wellbeing Leader to ensure that all team management functions are carried out effectively
- g. Act-up for the Practise and Wellbeing Leader whenever they are absent

- a. Support the Practise and Wellbeing Leader with the recruitment process for team vacancies
- b. Facilitate the induction of support workers in team as required
- c. With oversight from the Practise and Wellbeing Leader, take responsibility for performance management of staff, including objective setting, appraisal /personal development planning, and managing all absence and capability issues.
- d. Delegate work according to individual team member strengths, fairly, transparently and effectively, to make the best use of individual team members skills and abilities (e.g. allocating keyworkers)
- e. Provide pro-active and ongoing coaching and mentoring for each direct report (e.g. on the-job shadowing)
- f. Consistent provision of regular and effective supervision and support (including honest and timely performance feedback)

Working directly with people who receive support (70% of time)

- a. Practice the TAG Key Worker system, for example organising support plans / case reviews as required for individuals on caseload with all relevant stakeholders, ensuring effective handovers between staff, and maintaining records/case files etc
- b. Promote the physical and emotional well-being of people we support (eg supporting them to maintain acceptable and adequate levels of self-care, carrying out risk assessments)
- c. Actively develop meaningful and trusting relationships with people we support (eg assisting them to gain insight into their own behaviour, attitudes and reactions)
- d. Encourage independence of the people we support in all daily living activities wherever possible, and provide support with this only when necessary (eg housework, food preparation, household admin etc)
- e. Promote the hobbies, interests and activities of the people we support, and encourage participation in all aspects of community life
- f. Directly assist with the personal care, as required

- g. Work with people we support to maximize their ability to communicate effectively and promote self-advocacy.
- h. Advocate on behalf of people we support (eg liaising with external organisations, such as benefits, housing repairs etc)
- i. Liaise with relatives and carers of people we support within caseload (eg arranging support plans, dealing with complaints and frustrations etc) and helping to ensure that relatives have a significant role in the person's life wherever possible/appropriate
- j. Find out about the wide range of local services, amenities and organisations available to people we support.
- k. Work with both individuals and groups of people we support in all of the above, according to need
- l. Participate flexibly in the various shift work patterns required by needs of the job (including regular working outwith weekday office hours)
- m. Undertake 'sleeping in' or 'waking night' duties with people who receive support from the team

2. General Duties (these are applicable to all The Action Group staff)

- a. Read, and work in accordance with, TAG's Mission, Aims & Objectives, and current Business Plan
- b. Manage own work time effectively
- c. Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role
- d. Treat everyone with consideration and respect
- e. Ensure prompt, polite and clear communication (whether responding to a query from a member of staff or a complaint from someone we support)
- f. Keep up to date and comply with all applicable TAG policies and procedures (covering everything from personal Health & Safety to Care Commission Standards)

- g. Promote and respect individual rights and responsibilities at all time
- h. Retain the highest standards of confidentiality, as appropriate to the specific role
- i. Assist your manager and other work colleagues as appropriate and whenever possible
- j. Take charge of own CPD (Continuous Professional Development) and contribute to TAG maintaining the Investors In People standard
- k. Be responsible for own work life balance (eg taking Annual Leave at regular intervals, etc)

This job description may be amended following discussions with the postholder and with the approval of the Head of HR



Person Specification

Criteria	Essential	Desirable
Skills and experience	- At least one year's experience working with people who have support needs - Must be competent in using Microsoft Word, Outlook, MS Teams and Excel.	Previous staff management experience
Motivation and outlook	- A commitment to person centred practice and involving people who receive support in all aspects of their lives and service. - Professionalism – Being reliable, following procedures, presenting yourself appropriately, and believing in The Action Group values of choice and opportunity for all.	
Qualifications, relevant training and knowledge	An SVQ 2 in Social Care or equivalent qualification, or the ability to complete SVQ 2 in Care within one year of taking post	
Competencies	- Self-development – Having the desire to learn new things and constantly improve your own working practice. - Empowering People – Being able to support others in a practical way whilst respecting their needs, choices and dignity. It also includes providing appropriate	

	motivation, encouragement and constructive feedback. • Building & Maintaining Relationships – Demonstrating the ability to develop trusting relationships with others. It can only be done through active listening, effective communication and respect for other people. • Leadership – Motivating, encouraging, coaching, supporting and managing the performance of staff members for whom you are responsible. • Analysis & Decision-making – Assessing situations and making sensible decisions using all the information available to you at the time, despite pressures. • Planning & Organising – Being able to plan, communicate and coordinate complex activities in advance; to display excellent time management and prioritisation skills; and to alter plans when circumstances change. • Working in Partnership – Working effectively as a team, plus negotiating and sharing information with internal and external stakeholders (e.g. carers, social workers, internal TAG departments) as required.	
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	• Reports and recording – Demonstrating a high standard of administration and report-writing in a timely fashion using appropriate IT resources	
Other requirements	• Willingness and ability to register with the SSSC and with this to show evidence of continuous professional development directed by both self and organisational need	