



Job Description & Person Specification

- Practice and Wellbeing Leader –

Post:	Practice and Wellbeing Leader
Service:	Edinburgh-Grantont
Line Managed by:	Development Manager
Salary Range:	B6 to B8 - £31,500.11 - £33,045.63
Hours:	39 per week

This post requires PVG scheme membership.

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.

Key Responsibilities:

The post holder is responsible for leading a team of support workers in providing high-quality, person-centred support to individuals who have learning disabilities, physical disabilities and other support need. In doing this, make a positive impact in the lives of those we support.

Leadership:

Support and develop a team of support workers who can lead on the goals of person-centred support through regular management contact time, practise observations, coaching, development of skills and using the quality conversations framework.

Support and develop the Depute Practice and Wellbeing Leader in developing the appropriate skills to work locally with support workers in services to develop and maintain person centred support.

This will be achieved by upholding national care standards and SSSC Codes of Conduct.

Foster positive and trusting relationships with individuals we support, their families, carers, and fellow employees.

Practice Development and Compliance Monitoring:

- ⇒ To achieve compliance in organisational systems and processes relating to service delivery such as high-quality support plans, regular reviews, supporting the advocacy of people we support.
- ⇒ Ensure compliance with continuous professional learning and development requirements to achieve best practices in social care.
- ⇒ Collaborate with the Learning and Development team to deliver training programs and workshops related to social care practice and compliance.
- ⇒ Develop a culture within the team where learning and innovation is a positive and service delivery is always seeking to improve.

Collaboration and Stakeholder Engagement:

Collaborate with internal and external stakeholders (for example, colleagues from other departments, people we support and families and external professionals) creating positive relationships that promote engagement, well-being, and practice development of the service.

Staff Support and Advocacy:

Serve as a point of contact and advocate for staff members, individuals we support, and their families, addressing concerns related to practice quality and compliance.

Provide confidential and sensitive support to staff members experiencing work-related challenges or personal difficulties using a trauma informed approach.

Operations and Administration:

Work in partnership with the operational leader to ensure effective rota management and administrative tasks for the team. Taking personal responsibility for ensuring a high standard of record keeping, minute taking and service-based recording.

Work in collaboration with the operational leader to ensure all support is delivered.

2. Qualifications and Skills:

- Hold SVQ Level 3 or ability to work towards.
- Achieve SSSC Registration.
- Previous experience in the field of social care.
- Demonstrate leadership and coaching skills emphasising staff well-being and practice development.
- Demonstrate a strong commitment to equality and a non-judgmental approach.
- Have a solid understanding of Scottish legislation, guidelines, and best practices within the realm of social care, including standards relating to quality and compliance.
- Demonstrate excellent communication and interpersonal skills, enabling effective cross working with staff members across all organisational levels, as well as individuals we support, their families, and external stakeholders.
- Good organisational skills, managing multiple projects, competing demands while meeting agreed deadlines.
- Demonstrate sensitivity, empathy, and discretion in all professional interactions.
- Requirement to participate in an on-call rota, in collaboration with the Operational Leader and Depute Practice and Wellbeing Leader.
- Possess excellent written and verbal communication skills.

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

- Read and work in accordance with The Action Group's Mission, Aims & Objectives, and current Business Plan.
- Manage own work time effectively.
- Keep on top of own paperwork and maintain effective and organised filing systems, as appropriate to the specific job role.
- Treat everyone with consideration and respect.
- Ensure prompt, polite, and clear communication (whether responding to a query from a member of staff or a complaint from someone we support).
- Keep up to date and comply with all applicable The Action Group policies and procedures (covering everything from personal Health & Safety to Care Commission Standards).
- Promote and respect individual rights and responsibilities at all time.
- Retain the highest standards of confidentiality, as appropriate to the specific role.
- Assist your manager and other work colleagues as appropriate and whenever possible.
- Take charge of own CPD (Continuous Professional Development) and contribute to The Action Group maintaining the Investors in People's standards.
- Be responsible for own work life balance (e.g., 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 – Practice & Wellbeing Leader

Essential Criteria

Skills and Experience

SVQ Level 3 or SSSC Registration.

Professional Background:

- Experience in social care or a related field, with a primary focus on staff well-being, practice development, and compliance monitoring, preferably within the Scottish social care context.

Values and Ethics:

- Strong values of equality and non-judgment.
- A commitment to person centred practice and involvement of people we support all aspects of their lives and service.
- Professionalism –Being reliable, following procedures, and believing in The Action Group values of choice and opportunity for all. Representing The Action Group professionally when working with internal and external professionals.

Legislative and Regulatory Knowledge:

- In-depth understanding of Scottish legislation, guidelines, and best practices in social care, including quality and compliance standards.

Communication and Interpersonal Skills:

- Excellent communication and interpersonal skills to effectively engage with staff members at all levels of the organisation, individuals we support and their families, as well as external stakeholders.
- Excellent written and verbal communication skills.
- Ability to use Microsoft packages including Microsoft Word, Teams and Excel – knowledge of a rota management system.

- 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.

Organisational Proficiency:

- Strong organisational skills and the ability to manage multiple projects simultaneously, ensuring compliance with deadlines and requirements.

Leadership and Coaching:

- Demonstrated leadership and coaching abilities, with a focus on staff well-being, professional development, and practice improvement.
- 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. It also includes providing appropriate motivation, encouragement, and constructive feedback.

Empathy and Sensitivity:

- Sensitivity, empathy, and discretion in dealing with sensitive matters.
- Maintains confidentiality
- Building & Maintaining Relationships – Demonstrating the ability to develop trusting relationships with others.

Flexibility and Availability:

- Willingness to take part in an on-call rota, sharing responsibilities with the Operational Leader and Depute Practice and Wellbeing Leader.
- This will be a home working role with the expectation to be able to be an agile worker visiting people we support and making space for collaboration with other colleagues and external people etc.