

HIGHLAND HOME CARERS – Job Description

Title of Post:	Practice Support Technician
Responsible to:	Assistant Service Manager
Pay Scale:	£27,100 per annum
Location:	South Highland – Inverness
Hours:	37.5 hours per week plus on call responsibilities



Introduction

Highland Home Carers was founded in 1994. We are a vibrant and forward-looking organisation. We have grown to become one of the major independent providers of home care and support services in Scotland. We currently employ around 230 staff. Our company has been owned by our employees since 2004. The business is governed and led by a Board of Directors, comprising two executive directors, three elected employee directors, and one non-executive director. We are a private limited company with a strong commercial focus.

We provide a range of services for older and vulnerable adults in Inverness and across the Highlands:

- Care at Home
- Support Work
- Housing Support
- Supported Living Services

Our Values: ERRICC

Excellence

Responsibility

Respect

Integrity

Compassion

Collaboration

Job Purpose

To assist in the operational management in the Mid Highland Service under the direction of the Service Manager.

Primary duties and responsibilities

- Ensure the service is delivered with sensitivity and that the supported rights to privacy, dignity, respect, confidentiality, and choice are maintained at all times.
- Be responsible for covering any unallocated visits including staff sickness and annual leave within your area of practice, this will include you delivering care personally sometimes at short notice to supported people within the service.

- To participate in the on-call duties when required.
- Establish and maintain good working relationships with supported people, colleagues and care/support workers within your area of practice.
- Support the Assistant Manager and Service Manager to ensure the service operates within the standards prescribed by national and local policy and practice.
- To assume responsibility for an area of specialised practice in conjunction with the Service Manager.
- Devise and maintain supported persons files, care/support plans and computerised records to make sure they are up to date at all times.
- Liaise with other partner services e.g. NHS, Social Services, Psychiatry, learning disability and mental health service providers and understand how each service impacts on the work we do to meet the needs of supported person in the most efficient and appropriate way.
- Meet with and support new care/support practitioners ensuring they are sufficiently supervised and trained during their probationary period prior to allocating workload. This includes shadowing of new staff within the services, so they are confident and competent to work alone.
- Ensure the completion of supervisions sessions with each member of your designated staff team within area of practice at least every 6 months; this includes practical supervision session with each staff, further ensuring that any issues identified are followed through and addressed.

General Duties

- Observe and comply with the standards expected by the Care Inspectorate and Scottish Social Services Council.
- Attend operational and general staff meetings and other meetings as required.
- Ensure at all levels that confidentiality is maintained in relation to agreed policy.
- Assist in the promotion of a fair and quality service that is responsive to the needs of supported person and stakeholders and stakeholders, ensuring adherence to the requirements of customer care policies at all times.
- Uphold and positively promote equalities in service delivery and employment practices.
- Undertake training courses as required by Highland Home Carers.
- Cover for other PST colleagues during periods of absence or leave.
- Carry out any other duties, which fall within the general areas of responsibility of this post.
- To attend the meetings and training sessions as and when they arise that are appropriate to the post at the request of HHC.
- Any other reasonable duties as required.
- When required, deliver care/support.
- Carry out any other duties, which fall within the general areas of responsibility of this post.

Note - The successful applicant **must** register with the Scottish Social Services Council.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • Knowledge of Self-Directed Support Act and specifically Individual Service Fund. • Knowledge of NHS Highlands assessment and commissioning procedures. • Strong knowledge of the local geographical area. 	<ul style="list-style-type: none"> • A knowledge of a specialised area of practice, e.g. nutrition/diabetes/dementia.
Skills & Abilities	<ul style="list-style-type: none"> • Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals. • Strong oral communication skills with the ability to compile reports and assessments. • Experience of Microsoft office packages including word and excel. • Able to work autonomously and prioritise workloads effectively. • An ability to work towards gaining a specialised area of practice. 	<ul style="list-style-type: none"> • Presentation skills • Knowledge of Microsoft Powerpoint.
Qualifications & Training	<ul style="list-style-type: none"> • Experience of providing a person-centred health and social care service • Experience of compiling rosters 	<ul style="list-style-type: none"> • Minimum of SVQ3 in Health & Social Care (or equivalent qualification) - or must be willing to work towards • PDA in supervision - or must be willing to work towards • Experience of completing person-centered assessments
Equal Opportunities	<ul style="list-style-type: none"> • Commitment to incorporating Equal Opportunities and diversity principles in all aspects of work 	
Other Considerations	<ul style="list-style-type: none"> • Willingness to work flexibly • Professional and smart appearance • Full driving licence • Patient and determined • Reliable and trustworthy • Able to maintain high standards of confidentiality • Smartphone is required 	