

Job Description and Person Specification

Better Practice Lead

Reports to: Locality Manager
Responsible for: Not applicable

JOB DESCRIPTION

Job overview

The Better Practice Lead will work closely with the Locality Manager to provide coaching and mentoring to Support Workers and Assistants. The post holder will, in conjunction with the Locality Manager, take responsibility for ensuring that the locality is providing exemplar support, embedding Discovery's approach to supporting the people we support.

The post holder will act as a role model for support colleagues helping to ensure that the people supported achieve identified outcomes.

The post holder will spend a significant amount of their time on-rota, providing direct support to the people supported and also hands-on coaching to support colleagues.

Key tasks, responsibilities and outcomes

- Coach and mentor support colleagues to develop their skills, identifying gaps in knowledge and experience, working with Locality Manager to ensure these areas are overcome.
- Involve the people we support in the planning of their support, including developing and delivering their support plans, reviewing the support against Discovery's standards/expectations.
- Recognise that every moment has potential and work with support colleagues to ensure that they identify the opportunities in the whole day to support the people we support to become more independent.
- Support the Locality Manager to induct new permanent/relief colleagues, and agency workers into the locality, ensuring they have the knowledge and understanding of the people supported to be fully effective.
- Support with medication management and administration, ensuring adherence to Discovery's policies and procedures.
- Support the Locality Manager to promote and embed Discovery's values and standards, ensuring compliance with internal standards, CQC regulations and adherence to Discovery's policies and procedures.
- Participate, as appropriate, in relevant reviews at individual, team, service and locality level and work to continually improve practice whilst challenging poor practice.

- In partnership with the Locality Manager, support colleagues with their personal development and performance management/improvement including inputting into one2ones and annual performance reviews.
- Support people with their personal and intimate care as required. This includes supporting people to use the toilet, dressing and eating and drinking.
- Under the direction of the Locality Manager, take delegated responsibility for specific tasks within the locality such as financial checks, care certificate observations and other regular, key checks across the locality.
- Champion our commitment and ensure delivery of person centred practice to the people we support using methods such as active support and Activate.
- Lead on Inclusive communication environments to ensure that everyone we support has an individual ICE tailored to meet their specific requirements and are embedded in to become a part of natural support.
- Be able and willing to wear all necessary PPE (personal protective equipment) such as surgical facemasks, gloves and aprons as required by Dimensions policies.

This job description is not exhaustive and reflects the type and range of responsibilities and outcomes associated with a Better Practice Lead role.

PERSON SPECIFICATION

Qualifications		
Level 2 Qualification or Diploma in Health and Social Care (or equivalent) or relevant experience.	Essential	Shortlisting
Valid driving licence	Desirable	Shortlisting

Experience		
Experience of working to improve services in the field of learning disability and/or autism services	Essential	Shortlisting, Interview
Experience of coaching techniques	Desirable	Shortlisting, Interview
Experience of first line management in the social care sector	Essential	Shortlisting
Experience of working with families, circles of support and other professionals in a multi-disciplinary approach	Essential	Interview
Experience of managing change and new ways of working	Desirable	Interview

Skills		
The ability to communicate effectively at all levels (both orally and in writing) and to build effective working relationships internally and externally	Essential	Shortlisting, Interview
Ability to recognise poor practice and implement improvements	Essential	Interview
Ability to identify problems and develop realistic solutions	Essential	Interview
Sound time management skills	Essential	Interview
Ability to write clear and concise reports	Essential	Shortlisting
Coaching and mentoring skills	Essential	Shortlisting, Interview

Knowledge and understanding		
Knowledge of regulations relevant to social care	Essential	Interview
Knowledge of quality and compliance standards, both regulatory and organisational	Essential	Interview
Understands the difference between coaching and mentoring and when best to apply these approaches	Desirable	Interview
Sound understanding of the requirements of the Care Quality Commission	Essential	Interview

Personal attributes		
To be 'customer-focused' and address the needs of internal and external customers	Essential	Interview

To demonstrate commitment to equality, inclusion and the values of Discovery	Essential	Interview
To be assertive, confident and have the ability to initiate action when required	Essential	Interview
To be a reliable, supportive and professional role model for the Locality and for Discovery	Essential	Interview
To demonstrate commitment to own personal development and the development of others	Essential	Interview