

Support and Rehabilitation Practitioner

Job Description

Job Title

Support and Rehabilitation Practitioner

Reporting to

Home Manager

Location

Based in a small group home in Cardiff. Expected to provide support and rehabilitation for clients inside the home and in the wider community.

Salary

£6 to £8 per hour (40 hours per week)

Summary of the key components of the role and responsibilities

- Support clients in all their daily activities under the direction of senior staff.
- Work in accordance with Integra's values, policies and procedures, legislation and national minimum standards.
- Meet agreed individual annual objectives.
- Promote each client's wellbeing, safety and quality of life.

Supporting Clients

1. Support clients in a way that promotes their independence, equality, diversity and rights, and respects the dignity of the individual.
2. Communicate effectively with cultural sensitivity to build and maintain relationships with clients.
3. Contribute to the protection of individuals from abuse.
4. Ensure the needs and choices of clients are identified and supported within the parameters of agreed care plans.
5. Assist clients in their daily activities.

Working Practices

1. Work in accordance with Integra's values, policies and procedures, regulatory standards, contractual requirements and relevant legislation.
2. Promote, monitor and maintain health, safety and security within the home.
3. Ensure appropriate, accurate, complete and timely records are kept of significant client observations and interactions.
4. Comply with Integra's policies on the disclosure of personal information and on ensuring confidentiality is maintained in accordance with Integra's *Confidentiality Policy*.
5. Work in accordance with Integra's *Risk Assessment and Management Policy*.

Quality Assurance

1. Take personal responsibility for ensuring the quality of service to clients and partners is of the highest standard.
2. Identify and share improvements in service delivery within the home.
3. Support Integra's quality assurance processes, involving clients in reviewing the quality of service delivered.
4. Participate in home (client and staff) meetings to discuss service performance and community issues.

Service Culture and Development

1. Promote Integra's mission, values, ethos and services internally and externally.
2. Be open to providing and receiving feedback on performance and act on feedback received.

Managing Resources

1. Work in accordance with the agreed shift rota and arrive on time.
2. Assist in the effective administration of the home.

Managing People

1. Make a positive contribution to, and contribute to the development of others in the team.
2. Develop your own skills and abilities through coaching, supervision, performance appraisals, training and on-the-job experience. Demonstrate you can be relied upon to deliver what you have promised.
3. Impart your own experience to team members so as to facilitate their learning.
4. Work towards agreed performance and training objectives for the year and review progress in supervision and manager meetings regularly.

Other Duties

1. Perform such other duties as are necessary from time to time as directed.
2. Assist with cleaning duties within the home when these are not undertaken by clients (supported by members of staff) as part of their communal responsibilities.

Equal Opportunities Statement

It is the aim of Integra to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, race, colour, religion, marital status, sexuality, age or disability and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. We expect all employees to comply with Integra's *Equal Opportunities Policy* and all recruitment and promotion will be made in accordance with the *Equal Opportunities Policy*.

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Person Specification

PLEASE NOTE: Integra uses the competencies set out in person specifications to assess the extent to which individuals meet the criteria for the relevant post. Where candidates lack the competencies identified as ‘desirable’ in the Person Specification, they will be required to address this as soon as possible after being appointed to the post.

Employees seeking promotion within Integra must obtain all desirable competencies prior to being promoted. It is not sufficient simply to state you possess the competence. As much evidence as possible should be provided in both the application form and interview for each statement made.

Short listing criteria			
Core requirements		ESSENTIAL	DESIRABLE
1	Minimum of 18 years of age.	✓	
2	The ability to work flexibly, including evenings, night shifts and weekends.	✓	
3	Willing to work flexible hours.	✓	
4	Demonstrates a good understanding of equal opportunities in practice.		✓
5	Has an appreciation of the likely needs and experiences of individuals with enduring mental health problems.		✓
6	Requires an NVQ Level 2 or 3 in Care or Promoting Independence or comparable demonstrable experience. (Where there is no relevant formal qualification, candidates will be required to acquire one within a certain timeframe of joining Integra).	✓	
Supporting clients		ESSENTIAL	DESIRABLE
7	Evidence of the ability to communicate effectively verbally and in writing.	✓	
8	Experience of involving service users in service developments.		✓
9	Demonstrates ability to adapt communication style to the environment whilst showing sensitivity.		✓
10	Evidence of a commitment to helping individuals make choices for themselves.	✓	
11	Experience of ensuring the needs and choices of clients are identified and supported within the parameters of care plans.		✓

12	Has an ability to carry out core domestic skills (e.g. cleaning, cooking, shopping, budgeting) and an involvement in supporting other activities of daily living.	✓	
13	Appreciates issues associated with the role of a key worker and provides assistance to key workers with clients.		✓
14	Able to support clients (when appropriate to do so) by drawing upon practical skills, hobbies and interests (e.g. gardening, art, craftwork, etc).		✓
Approach to quality		ESSENTIAL	DESIRABLE
15	Evidence of taking personal responsibility for quality of work undertaken and that he or she can be relied upon to deliver what has been promised.	✓	
16	Demonstrates the ability to think laterally – ‘outside the box’. Within Integra, demonstrates the ability to suggest improvements in service delivery.		✓
Service culture and development		ESSENTIAL	DESIRABLE
17	Has an understanding of risk assessment and risk management.		✓
18	Ability to provide and receive feedback on performance and to act on feedback received.		✓
19	Demonstrates a good understanding of the policies and procedures relating to the protection of vulnerable adults.		✓
Team development		ESSENTIAL	DESIRABLE
20	Able to take responsibility for self development and performance improvement through committed engagement in appropriate training, supervision and coaching.	✓	
21	Able to make a positive contribution as part of a team and to contribute to the development of others in the team.	✓	
22	Ability to manage own workload within service and individual objectives.		✓
Working practices		ESSENTIAL	DESIRABLE
23	Able to produce appropriate, accurate, complete and timely written records – including of compliance with working practices and of training received.	✓	
24	Ability to work in accordance with relevant legislation, contractual requirements, policies and procedures, and national minimum standards.	✓	
25	Has an understanding of the issues regarding confidentiality and the disclosure of personal information.		✓
Managing resources		ESSENTIAL	DESIRABLE
26	Ability to assist in basic administration within the home and has an appreciation of cost effectiveness.		✓