

Role Profile

Wellbeing Practitioner - Supported Living (contracts include direct/non-direct time)

Thistle Wellbeing Practitioners work in small teams to support people who are living with long-term health conditions and disabilities. Teams are self organised and work to a set of key principles and a common operational framework. When supporting people teams strive to develop work practices underpinned by a common set of person centred behaviours collectively described as the Thistle Approach. Teams are supported by Thistle Coaches and the Thistle Hub, and are accountable to managers via the four key principles and operational framework on page 2 of this profile.

Team Member Responsibilities

Responsibilities that are held by individual team members and/or teams include:

- Person centred support planning, delivery and review.
- Working alongside and communicating with family, friends, guardians and other health and social care professionals who are involved with and important to the supported person.
- Working alongside, communicating with and connecting the person with informal supports.
- Supporting people to play active and meaningful roles within their families and communities.
- Registering with Scottish Social Services Council (SSSC) and achieve qualification for registration.
- Engaging in regular Continuous Professional Development as required by SSSC Codes of Practice.
- Working to the key principles and operational framework set out below.
- Planning and scheduling rota, holidays, training, team/coaching meetings, and reflective practice.
- Completing and updating appropriate records in relevant recording systems.
- Planning and attending coaching meetings and reflective practice.
- Monitoring and reviewing individual and team performance and deciding on and implementing actions for continuous improvement.
- Recording and reporting any concerns in relation to any adult that may be at risk of harm.

Team Member Roles

Core Roles (performed by all team members)

- **Registered Wellbeing Practitioner:** providing support for people in accordance with the Thistle Approach, life or professional experience, SSSC Codes of Practice and qualifications.
- **Team Player:** sharing responsibility for the success of the team, supporting and challenging collectively and individually if necessary.

Rotational Tasks (distributed across team members and rotated regularly)

- **Quality monitor:** maintains my life my support plan, carries out reviews, audits finance, medication, communication records and accidents/incidents.
- **Recruiter:** recruits new staff in line with team establishment model, plans induction, advises and coaches new team members and carries out probationary review.
- **Developer:** identifies team training needs, plans required training, organises and facilitates reflective practice, maintains contact with coach and organises team coaching meetings.

Role Profile

- **Planner:** rota management, checks and authorises payroll and billing information, and links with Thistle Hub. Ensures hours are delivered against contract.
- **Wellbeing:** emotional support for team, team social events, support around sickness absence and other required external support such as counselling.
- **Communicator:** communicates with family, other professionals and Thistle contacts, convenes and chairs team meetings.
- **Linker:** provides link between supported people and works on more than one rota. Number of linkers must make sense for supported people and is agreed by the person, team and family.

Key Principles

The following four key principles describe what Thistle teams will achieve in practice:

- Delivery of person centred, strengths-based support that focuses on what matters to people
- Achievement of financial sustainability
- Facilitation of wellbeing and fun
- Engagement of people we support, families and volunteers

Supported Living Operational Framework

These are the non-negotiable elements of work within which teams must operate:

1. Teams must develop and continually review a live person centred support plan with people and families they are supporting. Reviews are recorded every 6 months using the review tool.
2. Teams are responsible for working to National Care Standards, SSSC Codes of Practice and the Thistle Approach. They must engage in regular learning to keep skills and knowledge updated.
3. Teams must produce and record in the system a quarterly rota that can be flexed to suit the needs of the supported person. All shifts, on-call arrangements must be covered by someone who knows the person well. Training, meetings and rotational tasks must be covered by the rota.
4. Maximum size of team is 12 staff and should not exceed this number.
5. 80 % of team member's time is spent working directly with the person/people they support and 20 % is spent on other tasks and activities e.g. rota planning, training, annual leave etc.
6. Teams must engage in collective decision making using action-oriented decision making.
7. Teams must engage with their Thistle Coach.
8. All tasks and responsibilities must be covered all of the time, distributed across team members and rotated regularly.
9. Teams must plan, organise and attend team meetings, coaching meetings and reflective practice meetings regularly.
10. Teams must use the team establishment tool for ensuring they are appropriately resourced up to a minimum of 95% of the overall establishment.
11. Teams must use Thistle quality monitoring and evaluation systems including the quality matters process and outcome navigator tools.
12. Team members must provide each other with constructive feedback via regular intervision based on the Thistle Approach and using tools provided.