



## Job Description Care and Support Partner

**Reports to**

Care and Support Manager

**Job Purpose**

Lead care and support services that deliver outstanding experience for both the customer and the business. You will operate close to your staff and customers. Empowered to make the right decision at the right time, ensuring a seamless service delivery, right first time for every customer.

**Values and Behaviours**

**Believe in better**

- Strive to make every experience exceptional
- Make every decision and action a responsible one; compliant, ethical, respectful and good for our planet
- Think commercially and compassionately to deliver exceptional value
- Strive for simple and be data led
- Make incremental improvements everyday, to set new standards we can all be proud of.

**Here for each other**

- Be kind, listen closely, trust and be trusted as we encourage and support each other to bring out our best
- Promote inclusivity, embrace diversity and recruit on fit first
- Welcome partnerships and collaborations so we might enjoy the benefits that new perspectives bring.

**Love to learn**

- Be curious to try, fail and learn by experimenting inside a safe space
- Commit to developing yourself and your skills and others along the way
- Take pride in contributing to the bigger picture, and help us to grow sustainably
- Take the lead. Be confident with your ideas, voice and actions.

**Accountabilities**

- Responsible for the delivery of care and support services which are customer focussed and in line with required regulations and standards from Care Inspectorate and contractual Health and Social Care partners.
- Lead, empower and support staff team ensuring they are motivated, adequately trained, managed, consulted, developed and formally appraised, recognising achievement and dealing with performance issues.
- Responsible for the allocation of tenancies where this process is linked to a nominations agreement in our housing developments providing care and support services. This will include understanding the nominations agreement in place across your areas and supporting local staff in their participation on locality-based nomination panels.
- Accountable for all duties associated with your role as Care Inspectorate Registered Manager for the services in your area.
- Responsible in fostering on going relationships with appointed partners within Health and Social Care Partnership locality and compliance teams, Care Inspectorate staff and participation in forums and groups within relevant geographies that contribute to the local and national agenda of care and support services.
- Drive improvements within efficient management of care and support staff deployment and cover arrangement, use of supportive technology in the delivery of services and regular review of practices and processes associated with service delivery.
- Lead our drive to ensure vibrant and active care and support communities, assisting customers to participate in all that the wider community has to offer.
- Develop and strengthen appropriate professional relationships with external partners and agencies to improve customer outcomes.
- Responsible for the delivery of continuous improvement in customer satisfaction and business performance.

- Collaborate with colleagues across the organisation ensuring the voice of the customer is at the heart of any business improvements or policy developments.
- Develop, deliver and nurture effective communication with customers and partners.
- Responsible for providing timeously and efficiently reporting information in line with contract monitoring and compliance requirements for the purposes of managing performance and statutory returns.
- Responsible for service related spend and staff costs in line with annual budget setting to ensure efficient use of resource and value for money.
- Responsible to aid, support and signpost customers towards engaging digitally with Trust services.
- Responsible to ensure compliance with professional, regulatory, statutory and corporate requirements.
- Accountable for carrying out your role ethically and with integrity.
- Actively contribute to the customer experience team and its continuous improvement
- Accountable to maintain an up to date knowledge of legislative and good practice changes in relation to care and support services.
- Be an active and effective member of Customer Experience Team and wider organisation, working cross-functionally in a collaborative manner to deliver business goals, projects and priorities.
- Requirement to undertake a role within out of hours on call. This is on a rotational basis within the team and will be for 1 week on duty at a time. There will be an expectation that as well as working within the rota, that all partners will assist with covering for periods of leave. The member of staff on duty is always required to be available during a duty period to answer calls received. These are usually calls from the alarm receiving centres requiring advice or assistance but can be from development based staff, tenants or anyone else that requires assistance from Trust when the office is closed.

The Customer Experience Manager produces the on-call duty rota and will circulate it at least 6 weeks in advance of the first duty date. Rotas will normally cover a period of 6 months at a time. Usually, the staff member is on duty from Monday at 9am through to the following Monday at 9am.

The periods for covering out of hours on call, will be paid at an additional rate

### **Knowledge and Experience**

- Educated to degree level or demonstrable experience of working in a similar care and support role and/or actively working with customers with complex needs.
- Qualification in health and social care or related discipline at SQA level 4 including registered manager aware is required.
- Demonstrable commitment to continuing professional development and maintain a current registration with SSSC (Scottish Social Services Council).
- Able to work with autonomy to deliver business priorities and manage workload within a dynamic operating environment.
- Understanding and operational delivery of customer experience activities.
- Understanding of relevant legislation relating to allocations, care and support service level agreements and service provision.
- Experience of delivering excellent service to customers by responding promptly and efficiently with both empathy and understanding to vulnerable customers with complex needs.
- Experience of contributing to the performance of a successful team with a focus on delivery and continuous improvement.
- Proven experiences of leading, empowering and inspiring a successful care and support team in a people and service focused organisation, driving a performance culture and developing high performing employees and teams
- Good verbal, written, and interpersonal communication and influencing skills are required with a can do attitude.
- Flexibility over working hours is necessary to meet the requirements of the job. This includes occasional work outside normal working hours.
- Full Driver Licence is essential

