

Role Profile

Job Title: Connector

Team: Connect

Reports To: Development Connector

Period of Post: Permanent

Location: Primarily locations throughout Ayrshire and West of Scotland.

Hours of Work: Full-time normally 35 hours per week.

Additional hours may be required to be worked in order to meet the needs of the service.

Job Purpose: Working alongside our customers to enable them to achieve their own personal outcomes.

Key

- Responsibilities:**
- To work alongside customers to provide quality support that meets their needs and create opportunities to achieve their personal outcomes.
 - Develop and maintain positive working relationships with customers.
 - To be an enabler who understands positive risk taking and the positive impact this can have on individual's lives.
 - To be an effective communicator.

Key Activities:

The post holder will be responsible for the following activities:

Develop and maintain positive working relationships with customers:

- Develop and create positive, empathic working relationships with our customers and families.
- Implement best practice and person centred principles throughout working practices.
- Identify any challenges within working relationships with e.g. customers, families, external partners and the team, and reporting this accordingly.

To work alongside customers to meet their needs and create opportunities to achieve their personal outcomes:

- Involve customers in all aspects in the achievement of their personal outcomes.

- Provide practical support where necessary to enable customers to achieve their personal outcomes e.g. personal care.
- Work in partnership with Development Connectors and customers to develop customer care plans.
- Work alongside customers to interpret their personal plan into opportunities that will meet their personal outcomes e.g. making friends, learning something new, volunteering, employment and enterprise.
- Build and maintain knowledge of local resources and research appropriate opportunities alongside customers.
- Keep up to date with best practice and be able to relate this to individuals and the benefits it may have for them.
- Administer medication as directed in care plans and in line with medication policies and procedures and maintain accurate medication records as required.

To be an enabler who understands positive risk taking and the positive impact this can have on individual's lives:

- Ensure customer risk assessments are implemented and followed appropriately. Highlight any required changes or amendments to the Manager in a timely manner to ensure the safety of the customer.
- Take reasonable steps to manage risk at all times.
- Work in partnership with the Development Connector to review the risk assessment within the agreed time period.

To be an effective communicator:

- Ensure all relevant written records are accurately maintained using the agreed recording systems e.g. progress notes, accidents/incident reports, customer diaries and in line with professional standards and organisational guidance.
- Provide relevant progress reports to team members and families ensuring appropriate information is shared in line with our values.
- Work alongside customers to gather evidence that demonstrates the achievement of personal outcomes.
- Contribute to and participate in regular team meetings.
- Establish and maintain effective communication with families and other relevant individuals.
- Establish, develop and maintain effective working relationships with all work colleagues to ensure an integrated service for customers and the organisation.

Organisational:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.

- At all times comply with the Health and Safety policy and procedures and draw to your manager’s attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager or Service Manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

Our Core Values:

Respect	We are respectful at all times with customers, colleagues and partners. We appreciate each other and understand that everyone is different and has a unique contribution to offer.
Trust	We are honest and act with integrity at all times. We are approachable, professional and accountable for our actions. We strive to offer security by delivering what we say we will.
Team Working	We collaborate with customers, colleagues and partners to achieve successful outcomes. We communicate effectively, share ideas, learn together and inspire one another.
Continuous improvement	We challenge ourselves to develop individually and embrace change. We reflect on what we can do better together and put energy into being innovative.
Diversity	We are non-judgemental and celebrate individuality. We strive for equality, inclusion and fairness for our customers and team members at all times.