

## 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.*

## Hansel Vision and Values

To achieve our vision we share a set of values that guide all that we do.

