

Role Profile

Job Title:	Development Support Advisor
Team:	Operations
Reports to:	Social Care Director
Period of Post:	Temporary (9 months)
Location:	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
Hours of Work:	Normally 10 per week (flexible Monday to Friday) Additional hours may be required to be worked in order to meet the exigencies of the organisation.
Salary:	The salary for the post is £38,067 pro rata (FTE 35 hours per week)

Job Purpose:

To support and report on specifically identified social care developments and/or business support tasks which aims to improve organisational capacity for a temporary period.

Key responsibilities:

The post holder will enhance organisational ability to deliver key aspects of the social care business management plan, fostering a respectful, collaborative and inclusive approach.

The key responsibility will be to provide additional resource and practical support to the Social Care Director through an agreed plan and routine reporting.

The post holder will principally support defined areas for development and / or improvement relating to organisational social care practice awareness, skills development or skills refresh, social care practice or policy research & review, and complete designated weekly business support tasks.

Key Activities:

The postholder will be responsible for the following activities:

- Advise on, collaborate and support improved skills and practice through specific project-based work or in defined areas within social care operations which may involve some coaching or practice learning
- Contribute to routine social care policy research and policy review
- Be the designated point of contact for incoming speculative social care service enquiries, phone, email or through the website and positively represent Hansel's business relationships in doing so.
- Maintain currency and report on the organisational Note of Interest Register
- Build and maintain good relationships with all colleagues, key stakeholders, prospective commissioners and members of the public
- More generally, offer social care practice advice or guidance / signposting to colleagues

Organisational:

- Ensure the core values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and mission.
- Ensure that the rights, choices, dignity and safety of people we support 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 and inclusion of internal people we support and external customers.
- At all times comply with the Health and Safety policy and procedures and draw attention to any unsafe working practice/conditions.
- Ensure compliance with all duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend meetings, training and supervision sessions as requested by the line 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.

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EXPERIENCE		
Demonstrable understanding of the present business challenges and pressures within the social care sector	✓	
Direct Social Care Service Management	✓	
Developing & supporting social care workforce practice and skills development	✓	
Demonstrable workforce learning and development support	✓	
Working with people with additional support needs in a variety of registered services and settings	✓	
Current knowledge of relevant legislative and policy frameworks	✓	
Project management	✓	
Policy and practice review	✓	
Previous experience working in the Third Sector		✓
Cross organisational working		✓
Networking effectively		✓
EDUCATION AND TRAINING		
Relevant qualification in Health and Social Care or similar	✓	
KNOWLEDGE & SKILLS		
Knowledge of social care systems	✓	
Demonstrable learning and development support skills	✓	
Able to manage and balance competing workload demands and deadlines.	✓	
Excellent organisational, administrative and report writing skills	✓	
Able to participate effectively in internal and external networks.	✓	
Good IT skills	✓	
Confidence in effectively engaging with key stakeholders and members of the public	✓	
Able to work and communicate effectively with colleagues, actively participating as a member of the team.	✓	
Knowledge and experience of working with vulnerable people.		✓