

Occupations: Manager/Advanced Practitioner in Adult Care

Role Profile (what the successful candidate should be able to do at the end of the Apprenticeship)

The Leader in Adult Care will guide and inspire teams to make positive differences to someone's life when they are faced with physical, practical, social, emotional or intellectual challenges. They will be a leader of the care team and will develop and implement a values-based culture at a service or unit level. They may be responsible for business development, financial control, organisational resilience and continuity as well as for managing risk and leading on organisational change. Leaders in Adult Care may work in residential or nursing homes, domiciliary care, day centres, a person's own home or some clinical healthcare settings. The role of Leader in Adult Care in this standard also covers Personal Assistants in a management role over teams of other PAs but they may only work directly for one individual who needs support and/or care services. There are two main areas within this occupation involving either operating as an **advanced practitioner** with high level practice skills and knowledge or a **manager** with responsibility for managing community or residential based services. Both roles have a large element of leadership, whether with other care workers and networks or in leading the service itself. A successful leader will have met the core requirements common to both areas and also one set of option requirements. **Managers** have a responsibility to ensure the service is safe, effective, caring, responsive to people's needs and well-led. They may be a registered manager of a service, unit, deputy or assistant manager. They will be responsible for ensuring compliance of the care given and the values and training of staff with established standards and regulations. **Advanced Practitioners** may have developed a high level of specialism in particular areas such as dementia, end of life, learning disabilities or mental health care.

These are the personal attributes and behaviours expected of all Leaders in Adult Care carrying out their roles:

- Care – is caring consistently and enough about individuals to make a positive difference to their lives
- Compassion – is delivering care and support with kindness, consideration, dignity, empathy and respect
- Courage – is doing the right thing for people and speaking up if the individual they support is at risk
- Communication – good communication is central to successful caring relationships and effective team working
- Competence – is applying knowledge and skills to provide high quality care and support
- Commitment – to improving the experience of people who need care and support ensuring it is person centred

Duration: Typically 18 months | **Level:** 5

Core Knowledge	What the Leader in Adult Care on completion must know and understand:
Tasks and responsibilities	<ul style="list-style-type: none"> • Statutory frameworks, standards, guidance and Codes of Practice which underpin practice in relation to the safe delivery of services • Systems and processes needed to ensure compliance with regulations and organisational policies and procedures including health and safety and risk management • Principles of risk management, assessment and outcome based practice • Principles and underpinning theories of change management including approaches, tools and techniques that support the change process • Legislative and regulatory frameworks which inform quality standards • Theories and models that underpin performance and appraisal including disciplinary procedures
Dignity and human rights	<ul style="list-style-type: none"> • Legislation and policy initiatives on the promotion of diversity, equality and inclusion in services they lead
Communication	<ul style="list-style-type: none"> • Legal and ethical frameworks in relation to confidentiality and sharing information • Range of tools and strategies to enhance communication including technology
Safeguarding	<ul style="list-style-type: none"> • Legislation, national and local solutions for the safeguarding of adults and children including reporting requirements • The elements needed to create a culture that supports whistleblowing in the organisation
Health and wellbeing	<ul style="list-style-type: none"> • Models of monitoring, reporting and responding to changes in health and wellbeing
Professional development	<ul style="list-style-type: none"> • Principles of professional development • Goals and aspirations that support own professional development and how to access available opportunities • Elements needed to create a culture that values learning, professional development, reflective practice and evidence based practice • Systems and processes necessary to ensure professional development opportunities are identified, planned, sourced, evaluated and recorded for workers
Leadership	<ul style="list-style-type: none"> • Theories of management and leadership and their application to adult care • Features of effective team performance

Core Skills	What the Leader in Adult Care on completion must be able to do:
Tasks and responsibilities	<ul style="list-style-type: none"> • Develop and apply systems and processes needed to ensure compliance with regulations and organisational policies and procedures • Implement strategies to support others to manage the risks presented when balancing individual rights and professional duty of care • Develop and apply systems and processes that monitor and sustain quality of the service, including assessments, care plans and service delivery • Lead and support others to work in a person centred way and to ensure active participation which enhances the well-being and quality of life of individuals

	<ul style="list-style-type: none"> Encourage and enable both staff and people who access care and support to be involved in the co-production of how the service operates Manage all resources in delivering complex care and support efficiently and effectively
Dignity and human rights	<ul style="list-style-type: none"> Develop and lead implementation of organisational practices to create and sustain a culture that actively champions dignity and respects diversity, inclusion and fairness in the workplace Develop and lead a culture that values courage in working in ways that may challenge workers' own cultural and belief systems
Communication	<ul style="list-style-type: none"> Develop and implement organisational processes to ensure that records and reports are written clearly and concisely and to keep information safe and preserve confidentiality Translate policy and guidance into understandable information for a range of audiences including people who access care and support, carers and families and other colleagues
Safeguarding	<ul style="list-style-type: none"> Implement systems to train and support work colleagues to enable them to recognise and respond to potential signs of abuse and or unsafe practices, following organisational policies and procedures Monitor and evaluate the effectiveness of organisational policies, systems and processes for safeguarding
Health and wellbeing	<ul style="list-style-type: none"> Lead the implementation of policies, procedures and practices to manage health, safety and risk to individuals and others in health and social care to ensure compliance with legislation, standards and guidance Implement health and safety and risk management policies, procedures and practices to create a culture that values health and well-being in the organisation. Monitor, evaluate and improve health, safety and risk management policies and practices in the service
Professional development	<ul style="list-style-type: none"> Apply evaluated research and evidence-based practice in own setting Take initiative to research and disseminate current drivers in the adult care landscape Embed systems to improve performance of self and/or work colleagues through supervision, reflective practice and learning and development opportunities
Leadership	<ul style="list-style-type: none"> Show a well-developed sense of their own behaviour and impact on others modelling a values-based culture Create a supportive culture that values initiative and innovation and recognises the variety of skills of all within the service, both workers and individuals supported Adopt a team approach, recognising contributions of team members and able to lead a team where required

Option 1 – knowledge and skills for a Manager

- Understand strategic responsibilities in leading and sustaining the business
- Implement action plans to meet strategic vision and shared objectives
- Take responsibility for leading the business to ensure quality and effective delivery of services, including: regular evaluation; implementing new ways of working; and business redesign where required
- Implement and manage support systems for work colleagues involved in safeguarding processes
- Implement and manage agreed protocols to work in partnership with external agencies to respond to concerns of abuse
- Lead and manage effective recruitment and induction processes
- Lead and support a shared vision and strategic direction for the service
- Manage staff performance appraisal systems and processes including disciplinary processes

Option 2 – Knowledge and skills for an Advanced Practitioner

- Carry out high level complex assessments in a multidisciplinary environment where required
- Use a high level and wide range of communication skills responding to cues appropriately, including alternative forms of communication
- Construct clear and concise records and reports covering a wide range of complex areas
- Implement and lead support systems for self and colleagues involved in safeguarding processes
- Operate as a lead champion for specific areas within the service, eg end of life care, infection prevention and control, health and safety, dignity etc
- Stimulate partnerships and networking, operating agreed protocols to work with people and organisations to enhance the service
- Share their expertise to operate as a role model and lead practitioner to support other colleagues in developing their skills and knowledge

Qualifications

- Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services (England) (QCF) following the appropriate adult care pathways. This is the qualification that is promoted and valued by employers.
- Apprentices without level 2 English and maths will need to achieve this level prior to completion of their Apprenticeship.

Industry-specific requirements -

- Undertake the Disclosure and Barring Service process and provide the result.
- The Care Certificate, which builds on the previous Common Induction Standards and National Minimum Training Standards, is a requirement for this standard. For those staff who have completed the CIS prior to the launch of the Care Certificate, it is the employer's responsibility to judge where the gaps are for staff to meet the additional standards in the Care Certificate.

Review Date June 2018