



JOB IDENTIFICATION

Job Title	Practitioner
Responsible To	Senior Practitioner/Team Leader
Department	Health & Social Care Operations
Grade	B2 + supplement /Secondment
BASE	Glasgow or Dundee some remote working
IRC Ref Number	IRC 87721

2. JOB PURPOSE

As a Practitioner you will provide expert advice and decision making support to Case Managers and Client Experience Officers working on Child Disability Payment (CDP) which replaces Child Disability Living Allowance, both initial and re-determinations.

The post holder will provide expertise and share knowledge with Case Managers/Client Experience Officers ensuring they are able to make robust and fair decisions. You will contribute to the design and continuous improvement of various aspects of the disability benefits system, including the decision making process.

The post holder will provide advice on a broad range of matters, for example, giving guidance on what further supporting information about a child or young person's condition should be obtained to support decision making. You will also help Case Managers/Client Experience Officers to understand how a child or young person's condition may impact their day to day life and that of their family.

In addition to providing support to Case Managers/Client Experience Officers, the post holder may also engage with clients, and medical and social care professionals to understand the impact of their circumstances and condition and the support in place to help them manage their condition.

The post holder will also work closely with the Scottish Government's Social Security, Health & Social Care, and Children & Families Directorates to ensure that devolved disability benefits reflect Ministerial ambitions to provide a fair system of Social Security that prioritises the dignity and respect of clients.

This Division is an advisory function within Social Security Scotland. Specifically, it will contain Practitioners and Managers with qualifications and backgrounds in the wider landscape of Health and Social Care.

The Division personnel will provide appropriate expert advice to the decision making process concerning Disability Payment eligibility.

It will be the Division's job to advise on the sufficiency and consistency of information received, suggest other avenues to explore and interact with clients as

needed.

The Division personnel will work closely with Case Managers and Disability Assistant Mangers

3. DIMENSIONS, SCOPE AND RANGE OF THE POST

The post holder will be responsible for providing advice and guidance and for providing a leadership role.

They will also work as an integrated member of the multi-disciplinary team to fulfil the key functions of providing expertise and advice helping to ensure that the right decisions are made for clients based on the values of dignity, fairness, and respect.

The post-holder will practice within a legal & ethical framework as defined by:

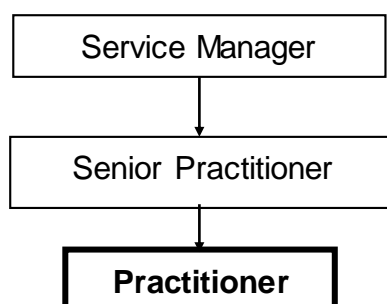
- Nursing & Midwifery Council (NMC) The Code: Professional standards of practice and behaviour for nurses and midwives or the Health and Care Professions Council (HCPC), as appropriate.
- National and local policy, guidelines and protocols.
- The post-holder will for the most part be self-directed in the management of their workload.
- The post holder is required to provide expert care advice and guidance as required.

4. ROLE OF DEPARTMENT

Health & Social Care Operations plays a pivotal role as part of Social Security Scotland by providing advice and guidance to Case Managers and Client Experience staff to enable them in their decision making process concerning client applications for Disability Benefits.

The Division plays a role in defining the strategy of the Social Security Scotland and works closely with colleagues in the Social Security Directorate of Scottish Government.

5. ORGANISATIONAL POSITION



6. MAIN DUTIES AND RESPONSIBILITIES

The post-holder will be responsible for:

1. Providing advice and guidance to Case Managers on matters such as the impact of conditions; likelihood of improvement or deterioration, cases with no diagnosis; and how best to determine and assess eligibility for Child Disability Payment.
2. Always ensuring Case Managers are made aware and act accordingly in dealing with the sensitivities, and levels of confidentiality around more complex cases and those involving terminal illness.
3. Engaging with stakeholders in the health and social care communities to ensure up to date knowledge and an understanding of the experience of our clients.
4. Providing input into the development of specialist health and social care guidance resources for Case Managers/Client Experience Team on mental and physical health and learning disabilities.
5. Participating in quality improvement activity, including learning from feedback and adverse events, and the participation and running of workshops to identify development areas and to maintain high standards of clinical/care quality.
6. The management of their own workload.
7. Ensuring a high standard of accurate and comprehensive written and electronic records, in line with professional and Scottish Government Policy guidance.
8. Providing written reports on advice requested for the service as required.
9. Contributing to a culture of continuous quality improvement through the use of audit and client feedback.
10. Monitoring and utilising research evidence, accessing, reviewing and critically appraising current research to ensure care advice given has a sound evidence base.
11. Being familiar with all relevant policies documents and guidelines.
12. Operating within current Health and Safety at Work Legislation.
13. Recognising the principles of fairness, dignity and respect which takes into account spiritual and cultural diversity.
14. Ensuring that personal practice is in line with guidance provided by the appropriate professional framework.
15. The post holder is responsible for ensuring their continuous professional development to meet regulatory requirements.
16. Directing external stakeholder to the special rules (BASRiS) guidance and

participating in advice and decisions with special rules applications.

17. Working with the Client Experience team on re-determination, appeals and stage 2 complaints where further information and clinical guidance is required.

7. ASSIGNMENT AND REVIEW OF WORK/DECISIONS AND JUDGEMENTS

The post holder will be managerially responsible to the Team Leader/Senior Practitioner in respect of guidance and management, work review and formal appraisal of performance. Professional leadership will be provided by an appropriately identified individual depending on their area of registration.

The post holder will be expected to manage their own workload and practice autonomously on a day to day basis. The post holder will apply problem solving and care decision making skills demonstrating professional accountability and ensuring that they work within agreed organisational policy and guidelines and abide by all appropriate legislative professional requirements.

Examples of typical decisions and judgements made by the post holder include;

- The post holder is expected to offer advice to other professionals and Case Managers/Client Experience Officers making independent care decisions and judgements on a day to day basis working without direct supervision.
- The post holder is expected to prioritise their workload and where necessary alter priorities to ensure required timelines are met.
- When formulating guidance and reports the post holder is expected to make decisions interpreting policy guidance and relating it to the impact of specific health conditions on a clients' ability to undertake the activities of daily living.
- The post-holder must have highly developed analytical skills based on broad knowledge underpinned by theory in their field of expertise.

8. COMMUNICATIONS AND RELATIONSHIPS

Engage in effective communication with professional colleagues, Case Managers and clients, often delivering complex and highly sensitive information where there may be barriers to understanding information received.

Internal and External

The post holder has continuous responsibility for upholding standards of communication for routine, complex and potentially sensitive matters with a range of internal and external stakeholders, namely they will be expected to communicate and liaise regularly with:

- Clients carers and/or their representatives.
- Case Managers, Line managers and all other members of Social Security

Scotland.

- Professional Advisors Advisor / Clinical Educator teams.
- Professional Colleagues across Acute Care and Health and Social Care.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Effectively assessing the impact of specific diseases on the activities of daily living of clients and providing policy linked guidance to Case Managers/Client Experience Officers to aid decision making.
- Effectively establishing credible relationships with non-clinical/care colleagues in Social Security Scotland.

10. SYSTEMS

The post-holder will be required to have a sound working knowledge of a wide range of local systems which will include: -

- Social Security Scotland IT systems.
- Fire and emergency procedures.
- Health and safety policy and all local / organisational policies relevant to the area.
- Staff appraisal and professional development systems.

11. PHYSICAL, MENTAL, EMOTIONAL, ENVIRONMENTAL DEMANDS

Physical Skills

Keyboard / VDU

Driving

Physical Effort

There is a frequent requirement for a combination of walking, sitting, standing.

Mental Effort

- There is a frequent requirement for accurately reading and interpreting clinical/practice documents/ whilst working under pressure.
- Working on own initiative in the field with a significant degree of autonomy in terms of providing clinical guidance to help decision-making.
- Effectively managing time in the face of competing priorities.
- Frequent requirement for prolonged concentration for answering telephone calls, dealing with email queries and providing written reports.
- Multi-tasking.

Emotional Demands

Communicating with case managers and clients often in time pressured situations.
Discuss sensitive issues with case managers, clients and professional colleagues

12. EQUIPMENT & MACHINERY

The equipment likely to be used on a regular basis will typically include:

- Computer and associated software most notably Microsoft Office applications
- Telephone
- Specific software related to Social Security Scotland
- Video Conferencing software

13. KNOWLEDGE, TRAINING AND EXPERIENCE	ESSENTIAL	DESIRABLE
One of the following: <ul style="list-style-type: none"> • Degree in Occupational Therapy, and current Health and Care Professions Council (HCPC) Registration. • Degree in Physiotherapy (or recognised equivalent qualification) and registration as a Physiotherapist with Health and Care Professions Council (HCPC), and membership of the Chartered Society of Physiotherapy • Registered Children's, Learning Disability, or Mental Health Nurse with a current valid registration with the Nursing and Midwifery Council (NMC) Registered Educational Psychologist with the Health and Care Professions 	√	
Minimum of 2 years clinical experience in child health	√	
Evidence of active and ongoing CPD	√	
Specialist knowledge of rights, values based practice and legislation frameworks	√	
Evidence of using digital technology/ information systems/ email and basic applications	√	
Evidence of report preparation and delivery		√
Experience of working in the community environment		√
Demonstrable enhanced communication and interpersonal skills	√	
Ability to manage own workload and competing service priorities	√	
Ability to role model, influence and share advanced/ specialist knowledge with non-clinical colleagues	√	
Ability to drive/car owner		√
A personal commitment to our core ethos of treating all people with dignity and respect, the provision of social security as a human right and our duty to maximise benefit take-up	√	
Knowledge about social security benefits and/or public policy.		√
Understanding of the current public commitments made by Social Security Scotland		√

