

Job description and person specification

Support at Home Senior Practitioner			
Salary level	2b	Job reference number	
Department	Health & Care Scotland Independent Living Regulated Service.	Division	UK Operations
Work location	Glasgow	Reports to	Registered Service Manager
Role duration	12 Months Fixed Term	Last updated	22/07/2025

Scale and scope of role

Direct reports	Up to 10	Indirect reports	0
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	<p>This regulated Support at Home service supports individuals living in their own homes across the Glasgow City area. The Senior Practitioner plays a key role in ensuring that high-quality, person-centred care is delivered consistently and effectively.</p> <p>They will liaise with acute and community-based professionals—including GPs, hospital discharge teams, and other health and social care partners—to receive and respond to referrals. The Senior Practitioner coordinates and supervises a team of community support workers, ensuring that care is responsive, reliable, and tailored to the unique needs of each individual.</p> <p>Through strong local partnerships and effective team leadership, the Senior Practitioner helps to promote independence, dignity, and wellbeing for people receiving care in their own homes</p>		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in

the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Health & Care service supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

As part of a regulated service, the Senior Practitioner will report to the Registered Manager and will be responsible for carrying out delegated duties. These include delivering direct care and support to service users, as well as mentoring, supervising, and supporting staff—particularly during their probationary period and throughout their ongoing professional development—in line with Scottish Social Services Council (SSSC) requirements.

The Senior Practitioner will work closely with the Registered Manager to ensure that agreed staffing levels are maintained and that rotas and work plans are regularly reviewed and updated to meet the evolving needs of service users.

The post holder will also support the Service Manager in:

- Supervising staff in accordance with SSSC standards and guidance.
- Conducting practice observations to support staff development and ensure quality service delivery.
- Systematically gathering and reviewing service user feedback to inform continuous improvement.
- Auditing support plans to ensure they meet the required standards of care and planning.

In the absence of the Service Manager, the Senior Practitioner will take responsibility for the day-to-day running of the service, ensuring continuity and effectiveness. This includes responding to staff requests for guidance via the out-of-hours on-call system. Participation in the on-call rota will be required, for which additional remuneration will be provided.

The Senior Practitioner plays a key role in supporting the delivery of high-quality services and maintaining operational oversight when the Service Manager is unavailable.

Responsibilities

1. Leadership & Staff Management

- Supervise and support a team of community support workers, ensuring high-quality service delivery.
- Provide regular supervision and mentorship in line with SSSC requirements.
- Support recruitment, induction, training, and development of staff and students.
- Oversee staff performance, probation, and ongoing development.
- Construct and manage staff rotas, ensuring adequate cover and continuity of care.
- Act as lead in the absence of the Service Manager, maintaining service operations and responding to out-of-hours queries (on-call rota with additional remuneration).

2. Service Delivery

- Act as the main point of contact for referrals and coordinate daily service delivery.
- Assess service users' needs and risks, and develop tailored support plans.
- Provide direct care and emotional support, including welfare checks and reablement activities.
- Liaise with health, housing, and community professionals to ensure holistic support.
- Promote a safe living environment through risk assessments and safeguarding practices.

3. Quality Assurance & Compliance

- Monitor and evaluate support plans and service delivery against organisational and regulatory standards.
- Ensure accurate record-keeping, reporting, and service user feedback collection.
- Contribute to audits, service reviews, and continuous improvement initiatives.
- Support compliance with Care Inspectorate standards, Health & Safety policies, and safeguarding procedures.

4. Team Collaboration & Development

- Foster effective communication and collaboration within the team and with external partners.
- Share learning and contribute to service development and innovation.
- Participate in training, supervision, and appraisal processes.
- Support crisis response efforts and provide cover for other coordinators when needed.

Pre- Engagement Checks

Criminal Records

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
> None

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Ability to work effectively both independently and as part of a team** • Strong organisational skills with the ability to plan and manage own workload effectively** • Ability to handle queries with professionalism, diplomacy, and confidentiality • Confident and courteous telephone manner • Ability to communicate clearly and appropriately with health and social care professionals
Knowledge (including education and training)	<ul style="list-style-type: none"> • SVQ Level 3 in Health and Social Care or equivalent qualification** • PDA in Supervision or equivalent supervisory qualification** • Educated to GCSE level or equivalent through relevant experience** • Proficient in IT systems and digital tools relevant to care delivery** • Understanding of how to support individuals who may be disabled, frail, cognitively impaired, or living with dementia and mental health conditions* • Experience working with individuals who have sensory or physical impairments, or who may be frail due to age-related conditions**

Experience	<p>Understanding of:</p> <ul style="list-style-type: none"> • Health and Social Care Standards • SSSC Codes of Practice • Needs and expectations of people with disabilities and their family carers • Needs and expectations of individual staff and staff teams • Community care resources • Risk assessment and management • Investigation processes <p>Experience in:</p> <ul style="list-style-type: none"> • Supporting individuals to identify and work towards personal outcomes • Person-centred planning and the role of a support planner • Providing personal care and support using a person-centred approach • Conducting risk assessments and managing associated risks • Working within multi-disciplinary teams • Preparing written records and professional reports • Presenting information and contributing to service user reviews and support planning
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Competencies	<ul style="list-style-type: none"> • Ongoing mentorship and support of staff • Working effectively within a multi-disciplinary team** • Delivering high-quality services to the public • Researching and sourcing information using the internet and other tools • Understanding of NHS and Social Care services**
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	<ul style="list-style-type: none"> • Supporting and supervising projects and activities • Leading and motivating others to achieve organisational goals** • Innovative and creative thinking • Managing and developing oneself • Recruiting, selecting, and developing individuals • Delegating tasks appropriately • Managing workload and meeting deadlines • Taking responsibility for individual and team decisions • Knowledge of the local area • Monitoring and applying local financial procedures • Understanding how to improve service quality for users • Working knowledge of health and safety practices • Understanding and applying the risk assessment process
Behaviours	<p>Focusing on People in Crisis</p> <ul style="list-style-type: none"> • Proactively identifies ways to improve services for individuals in crisis. <p>Accountable for Resources</p> <ul style="list-style-type: none"> • Communicates the importance of using resources responsibly, recognising our duty to donors and supporters. <p>Seeking Insight</p> <ul style="list-style-type: none"> • Engages with those closest to the issue to gain deeper understanding and inform decision-making. <p>Embracing and Leading Change</p> <ul style="list-style-type: none"> • Navigates challenges and resistance to change with sensitivity and respect, promoting innovation. <p>Working Collaboratively</p> <ul style="list-style-type: none"> • Builds shared understanding and fosters teamwork to achieve common goals. <p>Communicating and Influencing</p> <ul style="list-style-type: none"> • Tailors communication style and messaging to suit different audiences. • Demonstrates strong interpersonal and communication skills. <p>Leading and Engaging</p> <ul style="list-style-type: none"> • Involves team members in decisions that affect them, encouraging ownership and engagement.

	<p>Developing Yourself and Others</p> <ul style="list-style-type: none"> • Shares knowledge and skills to support others' growth. • Shows commitment to personal development, in line with SSSC requirements. <p>Solution-Focused</p> <ul style="list-style-type: none"> • Anticipates challenges and plans proactively, considering next steps and contingencies. <p>Managing Personal Impact</p> <ul style="list-style-type: none"> • Models positive behaviour aligned with the organisation's values. • Demonstrates awareness of personal strengths and areas for development as a team member.
Additional requirements	<ul style="list-style-type: none"> • Full driving licence and access to a vehicle** • Uphold the Fundamental Principles of the Red Cross and act with integrity, reflecting the organisation's values: inclusive, compassionate, courageous, and dynamic. • Promote anti-discriminatory practice and actively support diversity and inclusion. • Maintain registration with the Scottish Social Services Council (SSSC). • Willingness to work flexible hours, including evenings and weekends, as required.** • Commitment to ongoing training and professional development. • Ability to take responsibility for the overall running of the service in the absence of a senior staff member.** • Participate in the out-of-hours on-call rota. • Ability to travel throughout the Glasgow area as needed.

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*