



Overview

The main purpose of this role is to support potential and SDS recipients to highlight options available and make informed decisions including direct payments. Provide advice, information and support to DP recipients as appropriate to individual clients' needs in all aspects of the recruitment & selection of Personal Assistants.

We need you to:

- Ensure the delivery of a personalised service in line with Cornerstone's aim, strategic objectives and contractual requirements.
- Develop & deliver tailored support for individuals to address identified needs.
- Attend & make a significant contribution to 6 monthly review meetings with SDS recipients and Care Managers as required.
- Empower SDS recipients to make informed decisions and promote independence in all aspects of daily life.
- Meet with potential SDS recipients to highlight options available, including Direct Payments.
- Provide advice to DP recipients intended to help them maximise their benefits and income and assist them to manage their finances in relation to direct payments.
- Assist DP Recipients to develop & follow a positive personal plan which incorporates clear and regularly reviewed objectives.
- Liaise with self directed support recipients (including, but not exclusive to direct payment recipients), families, care managers and professionals from other agencies.
- Ensure that all stakeholders are provided with suitably presented up to date service and SDS (Local and National) information
- Contribute to the production of a bi-annual newsletter for Direct Payment Recipients and employers.
- Ensure that personal knowledge of changes relating to Self Directed Support are kept up to date.
- Establish and maintain positive relationships with key contacts both internally and externally
- Maintain good quality written client records such as may be required by Cornerstone and external partners including funding agencies
- Promote a positive, settled and stable lifestyle for SDS recipients.
- Provide advice, information & support to DP recipients as appropriate to individual clients' needs in all aspects of the recruitment & selection of Personal Assistants
- Provide ongoing advice & recording of actions regarding people management, finance, employment, training & support options.
- Offer verbal and written advice and information to potential recipients on all aspects of Personalisation and SDS.
- Support Direct Payment Recipients/Employers through effective recruitment & administration processes.
- Contribute towards ensuring that customer databases, the SDSS website and intranet sites are updated & maintained.
- Support Direct Payment Recipients/Employers to source and coordinate training for, Direct Payment employers/recipients and Personal Assistants.
- Ensure Direct Payment recipient and Personal Assistant files are maintained, filed, archived and retrievable as required.



- Manage time effectively in order to meet deadlines whilst maintaining a flexible approach to meet changing service and demands.
- Carry out any other duties relevant to the post

Key ingredients of your role are to:

People we support

- Be passionate about the delivery of great care and support focussed on helping people to live the life they choose
- Have a real passion to do the very best you can to ensure that the people we support and their families receive the highest quality of service
- Enjoy excellent, open and honest relationships with the people you support and their families while maintaining professional boundaries including adhering to the SSSC Code of Practice
- Be flexible and responsive to each individual's changing needs
- Always make decisions that are in the best interests of the people we support
- Maintain enthusiasm and drive in achieving our charitable purpose

People we employ

- Recognise individual strengths within the Team and work together to ensure an effective, collaborative approach
- Share your knowledge and expertise with your Team and the wider organisation, contributing to a motivated, proud and empowered culture
- Be welcoming and accessible to colleagues and take time to hear, see and recognise their contribution and points of view
- Have a positive attitude, be excited about working in an empowered culture and always seek to solve problems and remove obstacles
- Encourage and support new ideas brought forward by your team and colleagues in the wider organisation
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Partnerships

- Always promote the culture, ethos and purpose of Cornerstone
- Establish, develop and maintain strong relationships with the people we support, families, colleagues, external contacts, corporate & community partnerships and stakeholders
- Nurture an external network that benefits the organisation and ultimately the people we support

Culture

- Ensure Cornerstone's Values are embedded and reflected in all you do
- Create and contribute to an environment where creativity and excellence thrives
- Be responsible for your own personal and professional development
- Use your pioneering spirit to inspire everyone around you



Operating model

- Any improvement to keep systems and processes as simple as possible should be highlighted to the relevant colleague e.g. Branch Leader, Coach, Cornerstone Central Leads to free up your colleagues to focus on the people we support
- Always trust that your colleagues will do the right thing and act in the best interests of the people Cornerstone supports

Technology

- Effectively use and embrace technology to enhance the effectiveness of the service you and your Team deliver
- Explore new technological opportunities that will compliment and enrich the service you and your Team deliver

Person Specification

- Educational Qualifications SCQF Level 5-7

You will also have obtained or be working towards at least one of the following:

- SVQ Level 2 or 3 in a related discipline
- Qualification in specialist care provision such as childcare, autism, working with older people

It is important that you have the qualifications for the role but it is just as important that you can demonstrate that your experience, values and attitude compliment Cornerstone's Aim, Mission, Vision and Values.

We need you to bring:

- A passion for delivering excellent person centred care and support
- A caring and professional attitude
- Brilliant communication skills; both written and verbal
- A positive attitude to problem solving
- Ability to work on your own initiative
- Ability to work collaboratively as a helpful, positive member of a Team
- Ability to carry out the physical demands of the role
- Confidence in the use of technology
- Excellent language and numeracy skills
- An understanding of working in an empowering, self-managing, coaching culture
- Excellent planning, organising and time management skills
- Ability to respond flexibly to emerging and changing circumstances

It would be great if you also have:

- Previous experience of working in a social care setting

Self Directed Support Service Advisor Role Profile



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- Experience of working in an empowering, self-managing, coaching culture
 - A sound understanding of professional accountabilities and responsibilities