

Team Member



Overview

As a member of a self organising team, you will be responsible for working together to provide the best care and support possible to promote the wellbeing of the people you support. You will be passionate about achieving our Vision to be the first choice for care and support, delivering excellent person centred care and going the extra mile to ensure that the support given to the individuals Cornerstone supports, their families and your colleagues is second to none.

The main purpose of this role is to work with your team to provide the very best person centred care. Through excellent communication, trust, respect and team work, you will be given the autonomy to make decisions that will transform and improve the lives of the individuals you support. As an ambassador for Cornerstone you will be actively involved in your local community. You will be responsible for maintaining and developing strong, trusting relationships with internal and external stakeholders as well as professionals and individuals within your local community. You will work with your colleagues throughout the organisation to raise awareness and celebrate the success of the work that we do, and will promote and participate in Cornerstone Foundation activities that will support the work of Cornerstone and enhance the lives of the people we support.

You will be working in a supportive and empowering environment. There are frameworks, policies, guidelines and training in place to assist you to be successful in your role.

We need you to:

- Work with your team, the individuals you support and their families/carers to provide excellent, outcomes focussed person centred care
- Ensure full compliance with all relevant regulation and legislation including Health & Safety, SSSC and National Care Standards
- Actively seek and recruit new team members using Cornerstone's recruitment framework and utilising Cornerstone Central for support where required, and ensuring those recruited are a good fit with Cornerstone's Values and the choices and needs of the people we support
- Ensure all new Team Members are welcomed, given a full induction and trained to the highest level
- Actively look for and access learning and development opportunities for yourself and your team that will enhance team performance
- Be involved in coaching and training that will enhance your team performance
- Work with team's strengths to jointly determine responsibilities and allocate tasks in accordance within the Self Organising Team Framework and Branch and Colleague Handbooks, e.g. report writing, devising rotas, managing local finances (e.g. petty cash and the finances of the people you support) etc.
- Work closely with your Team Members to ensure that any absence, e.g. annual leave and sickness is covered by another Team Member so there is minimal impact on the people we support
- Ensure that both you and your Team operates in accordance with the Branch Handbook and Cornerstone Values
- Take a shared responsibility to ensure that you meet the required Team productivity levels and quality targets

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- Develop, nurture and maintain excellent professional relationships with relevant internal and external stakeholders, including Health & Social Care partners, GPs, local community groups
- Have a good understanding of your local community resources and use them to help enhance the lives of the people you support
- Seek advice, guidance or escalate any issues or risks that can't be resolved at Team level to the Coaches
- Draw on support from your colleagues at Cornerstone Central when you need an additional level of expertise
- Maximise the benefits of IT systems and utilise them to enhance the service you provide
- Fully utilise the internal communications platform to gain and share knowledge
- Organise and participate in fundraising activities that will support the work of the Cornerstone Foundation and enhance the lives of the people we support
- 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

Partnerships

- Always promote the culture, ethos and purpose of Cornerstone

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- Establish, develop and maintain strong relationships with the people we support, families, colleagues, external contacts, corporate & community partnerships and stakeholders
- Nurture any 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 need to work 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

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