

# Mentor Role Profile



The main purpose of this role is to prepare traditionally established service teams to become self-organised Local Care and Support Teams (LCASTs). Mentors will deliver on a very practical level and will continue to provide this operational support to teams once they have become LCASTs. Using a mentoring approach you will ensure that teams deliver the highest quality services to people we support.

You will also develop your own area of strength/interest/specialism to provide ongoing best practice advice and guidance to teams in areas such as moving and handling, rota management, mental health or autism.

## **We need you to:**

- Work effectively as part of a local self-organised branch mentor team
- Take a supportive role in ensuring that teams preparing to become LCASTs are operationally competent
- Continue to support LCASTs to ensure the highest quality of services are provided at all times and that this is reflected in customer satisfaction feedback
- Provide best practice advice and level of expertise in a specialist area
- With the project lead and coach team support LCASTs to ensure they perform to the best of their ability
- Work with LCASTs to ensure that they understand how to deliver the service as commissioned
- Build and sustain effective working relationships with colleagues across the organisation as appropriate and with external agencies
- Support LCASTs to operate in line with relevant organisational and statutory policies, including health and safety, employment and equality laws. This also includes adhering to the SSSC Codes of Practice, contractual requirements, Care Inspectorate standards, Cornerstone culture and values and our customer satisfaction processes
- Undertake and complete SVQ level3/ 4 and/or other qualification(s) required by the post within an agreed timescale
- Promote the professional development of staff by being a role model and offering support and guidance to individuals or teams
- Support services and team(s) to enshrine values and principles inherent in human rights legislation through their ongoing working practice
- Support services in the recruitment and selection of colleagues and help to develop recruitment skills within teams
- Work flexibly where required, including participation in on-call support and wider branch activity
- Undertake any other duties relevant to the position



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## 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 we support and their families while maintaining professional boundaries including adhering to the SSSC Codes 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 and promote 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
- 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 that 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 we support

# Mentor Role Profile



- Be knowledgeable and confident in implementing and delivering our operating model

## Technology

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

## Person Specification

- Educational Qualifications SCQF Level 7

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

- SVQ Level 3/4 in a relevant subject
- 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
- Previous experience of working within social care

## **It would be great if you also have:**

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