



SUPPORT PRACTICE LEAD

Accountable to: Supported Living & Community Support Locality Manager and Head of Human Resources

Hours: 30 – 36.5 hrs per week (4/5days)

Based: Head Office/Across all services and Hybrid

Role Summary

Ategi are a not-for-profit provider of support services in Wales and England. The organisation currently offers three services for adults with additional needs; Shared Lives, Supported Living and Community Support.

Services aim to deliver flexible, safe and high quality support that promotes choice, independence and dignity while meeting best practice, regulatory standards and commissioning expectations.

This role represents a key development in Ategi's approach to quality and workforce development. It strengthens the connection between learning, practice and outcomes by embedding a proactive, evidence based approach across services.

The Support Practice Lead will play a central role in improving the quality of support delivered, building workforce capability and ensuring services meet the increasingly complex needs of the people we supported.

The Support Practice Lead will provide specialist leadership in practice across Ategi services, leading on the implementation, monitoring and continuous improvement of specialist support including Positive Behaviour Support (PBS) and practice development approaches.

Role description

Quality Support Services

The role will ensure that practice aligns with regulatory requirements, including CIW standards, and supports services to deliver safe, effective, rights based and person-centred care.

Working across services, the role combines hands on practice leadership with data led quality improvement and workforce development to strengthen outcomes for the people we support and improve service quality.

The role will work closely with operational managers to ensure that learning, policy and best practice are embedded into day to day support delivery.

Responsibilities

Practitioner Based Support

The role will ensure that:

- Practice consistently promotes wellbeing, dignity, choice and rights
- Services embed proactive and evidence based approaches to support
- Restrictive practices are minimised, justified and regularly reviewed
- Staff and carers are confident, skilled and supported in delivering high-quality care
- Learning and development activity leads to measurable improvements in practice and outcomes
- Services meet regulatory, organisational and commissioner expectations
- Support the implementation of Positive Behaviour Support (PBS) across all services
- Ensure behaviour support plans reflect evidence based approaches, including proactive and preventative strategies
- Analyse behavioural, incident and quality data to identify trends, risks and opportunities for improvement
- Work alongside operational teams to improve practice, reduce incidents and strengthen outcomes
- Support services to embed person-centred, outcomes focused support planning
- Assist in the development, review and implementation of policies, procedures and best practice guidance
- Support audit, governance and quality assurance activities to ensure compliance with regulatory standards
- Contribute to safeguarding practice, risk management and continuous improvement processes

Practice Development & Training

- Design and deliver practice focused training workshops aligned to operational need and regulatory requirements
- Ensure learning is translated into practice through coaching, reflective discussions and case based learning
- Undertake training needs analysis to identify gaps in skills, knowledge and practice
- Support workforce development across staff teams
- Work with HR and operational teams to align training provision with organisational priorities
- Monitor and evidence the impact of training on service quality, safety and outcomes
- Support development of internal talent and future leaders

Regulation, Rights and Restrictive Practice

- Ensure practice aligns with CIW expectations, promoting rights, voice and choice
- Champion a least restrictive practice approach across services
- Support teams to apply legal and ethical frameworks, including:

- Safeguarding
- Mental Capacity
- Risk management
- Ensure any restrictive practices are proportionate, justified and regularly reviewed
- Support services to evidence compliance with regulatory frameworks and best practice standards
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Leadership & Operational Support

- Provide visible practice leadership within services, modelling high standards of care
- Support and coach staff teams to improve confidence, competence and consistency
- Work in partnership with Locality Managers to drive service improvement and manage risk
 - Deputise for Supported Living & Community Support Locality Manager where required, supporting operational decision making and service continuity
 - Contribute to building a learning culture based on reflection, feedback and continuous improvement
 - Provide constructive challenge and professional curiosity to maintain high standards

Data, Quality & Continuous Improvement

- Use data and insight to inform learning, development and service improvement
- Support improved use of training, compliance and quality data across services
- Identify emerging themes and respond with appropriate interventions
- Contribute to reporting processes for internal governance and external stakeholders
- Support the organisation to demonstrate quality, impact and regulatory compliance
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Stakeholder Engagement

- Work collaboratively across HR and operational teams
- Build effective relationships with staff, carers and managers
- Support engagement with commissioners, families and stakeholders where required
- Ensure training and practice development is responsive to service needs
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General Responsibilities

- Comply with Ategi policies, procedures and regulatory expectations
- Promote equality, diversity and inclusion in all aspects of the role
- Maintain accurate records and confidentiality in line with GDPR
- Participate fully in supervision, training and professional development
- Undertake other duties commensurate with the role

Person Specification

Experience	Essential	Desirable
Experience working within adult social care services supporting people with learning disabilities, autism, mental ill health or complex needs	✓	
Experience of implementing Positive Behaviour Support (PBS), including developing and reviewing behaviour support plans	✓	
Experience of working with teams to improve practice, reduce incidents and enhance outcomes	✓	
Experience of analysing behavioural, incident or quality data to identify trends and inform improvements	✓	
Experience of delivering training and supporting learning transfer into practice (e.g. coaching, reflective practice)	✓	
Experience supporting quality assurance, audits and regulatory compliance	✓	
Experience of collaborative working with managers, staff and/or HR to support workforce development	✓	
Experience of coaching, mentoring or providing practice leadership	✓	
Experience of training needs analysis and evaluating training impact		✓
Skills & Competencies		
Excellent communication skills, including training delivery, report writing and stakeholder engagement	✓	
Confident IT skills, including use of Microsoft Word, Excel, Outlook and other digital systems to support accurate recording, reporting, communication and data analysis	✓	
Skilled in training design and facilitation, with the ability to embed learning into practice.	✓	
Effective coaching and mentoring skills, including constructive challenge and reflective practice	✓	
Ability to analyse and interpret data and use insights to drive improvement		✓
Ability to promote a culture of continuous learning and improvement	✓	
Ability to provide strong practice leadership, modelling and promoting high-quality, person-centred care	✓	
Knowledge of Positive Behaviour Support (PBS) and approaches to reducing restrictive practice	✓	
Understanding of least restrictive practice and ethical decision-making Knowledge of regulatory & legislation frameworks	✓	
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Personal Qualities		
Commitment to the purpose and Values of the Organisation.	✓	
Commitment to working with a diverse workforce and the	✓	

importance of equality of opportunity.		
Highly motivated and enthusiastic	✓	
Works well as part of a team, communicates and collaborates well with people at all levels.	✓	
Good level of emotional intelligence	✓	