



Recruitment Pack

Learning and Practice Development Officer

Director Introduction

Thank you for your interest in the role of Learning and Practice Development Officer. At Care Support Scotland, we have a long history, but a very new feel to us as an organisation. We are nearing the end of a two-year transformation programme, which has seen us re-brand and invest heavily in every area of the organisation.

We reach the end of our two year transformation programme, and as we close this very successful period, we have restructured, and created new roles that will support and lead the organisation through its next ambitious five-year strategy.

Our aim is to move into new local authority areas, and to further develop the practice in our services and expand some of our service types. We want to be known for high quality social care services, and a place where people want to work, and want to stay.

This new role of Learning and Practice Development Officer will support our ambition to be recognised for our high quality adult social care services. The role will administer our new organisational Learning and Development Framework, as well as facilitating a range of training courses for colleagues. The role has the potential to transform our learning philosophy, ensuring we nurture talent and foster a high performance culture.

Ideally, we're looking for someone with heaps of enthusiasm, a real attentiveness and curiosity that supports doing things differently, and someone who is flexible in thought, can spot problems and opportunities and develop solutions to them. We need someone who is emotionally intelligent, and comfortable and confident further embedding person centred practice. We're a friendly team, and we work to a high pace.

If after reading this recruitment pack, you are interested in the role, please get in touch with me to have an informal conversation and to ask any further questions.

Best regards,
Brian Murphy
Director of Services and Development
Brian.Murphy@caresupport.scot



Role Description

The Learning and Practice Development Officer is a newly created role as a result of an organisational restructure, designed to enable the organisation to achieve over the longer term.

The role will sit within the Developments Team, and is central to embedding our new Learning and Development Framework, which aligns with local and national policy and practice.

We are a diverse adult social care provider, and our colleagues work with people with multi-faceted support needs. The Learning and Practice Development Officer will work with the Developments Team, managers and senior leadership to ensure we provide good quality induction and on-going training and learning to over 260 staff.



The main duties and responsibilities of this post are:

1

Support the planning and coordination of all training and learning activities across the organisation, ensuring resources, trainers and colleagues are where they need to be every week.

2

Support the development of new training and learning approaches in collaboration with Developments and wider colleagues, ensuring our training offering is relevant and up to date.

3

Facilitate selected training sessions as a trainer (train the trainer will be provided).

Who we are looking for



The ideal person will have worked in the adult social care (or a closely related sector) before.



The ideal person will have experience of administering training and learning across an organisation.



They will have experience of facilitating / delivering training sessions to groups of colleagues, and be comfortable and confident guiding colleagues through sometimes complex information.



We're looking for someone who is motivated and enthusiastic - who has a genuine passion for learning and developing others.



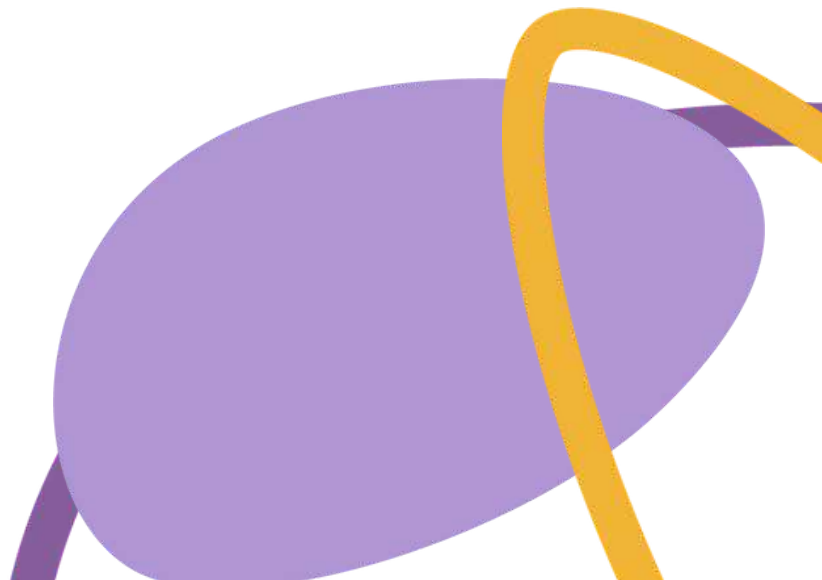
The ideal person needs to be capable of self-guiding their own work. They need to be able to spot problems and opportunities and feel comfortable progressing work and actions without the need for daily supervision.



The person will take ownership of planning and administering our entire learning and development framework, which includes online and face to face training. We need someone who is organised and comfortable planning complex blocks of work. They need to be able to communicate well with a variety of colleagues.



We're open to people who have not held a formal L&D role before. What is important is that there is evidence of facilitating training and learning, planning multiple work streams and a strong communicator.



Who we are looking for



The role will be responsible for supporting the development and practice of groups of colleagues. We need someone confident in working with people in a variety of roles and professions, and in having honest conversations.



The role would suit someone who enjoys working across multiple teams, as well as spending time on their own, self-directing their own work.



The role covers all of our services across a wide geographic area; therefore, it will suit someone who is happy to travel to various services. It would be difficult for non-drivers or people who do not have access to a car.



We are a flexible employer, enabling you to fit the hours of work to suit a personal life. There will be times when certain meetings or events need to be attended and therefore, we view flexibility as being both ways.



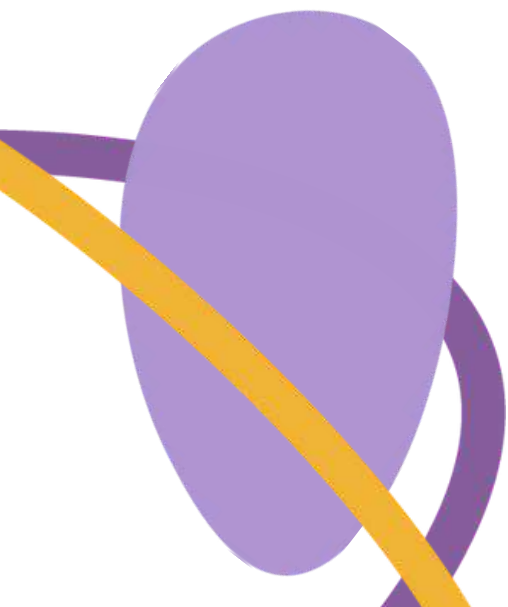
The ideal person will be someone who feels comfortable 'doing the doing'. We are a lean organisation, and so work such as project planning documents, reports, minutes, document designs and proposals do not have a separate team responsible for them – everyone is expected to be responsible for their own work and produce high quality activity.



To deliver our services with limited funding, we will continue to increase the use of technology. The ideal person will be comfortable working with technology and be open and pro-active in engaging in on-going training and learning on its use.



Most importantly, we're looking for someone who is kind & compassionate. They should be able to reflect on examples where they have supported colleagues to develop and thrive.



About us

We've been in existence for 35 years, starting as a small community support organisation, and then the social care arm of Castle Rock Edinvar Housing Association, and latterly Places for People Scotland Care & Support. In 2018, we became a separate legal entity, and in 2024 we re-branded to Care Support Scotland.

We are nearing the end of a whole-scale transformation of the organisation, which has seen a significant investment in learning and practice development, technology and infrastructure, property and facilities, and ways of working across teams.

Our Vision

“To enable the people we support to live their best lives.”

Our Mission

“We provide expert services that make a positive impact for people who require support with independent living.

Our staff are passionate, caring professionals, thriving within a progressive learning environment.”

Our Values



Respect

“We respect the choices and dignity of our people, and ensure integrity in all we do.”

Compassion

“We care deeply about one another, promote diversity and create spaces of compassion free from judgement.”

Thrive

“We learn, develop, work and grow together, supporting people to thrive.”

About us

We employ 260 staff, and our growth projections indicate that we will require 300 staff within the next 6 months. Our annual turnover is forecast to reach just under £10m in 2025/26.

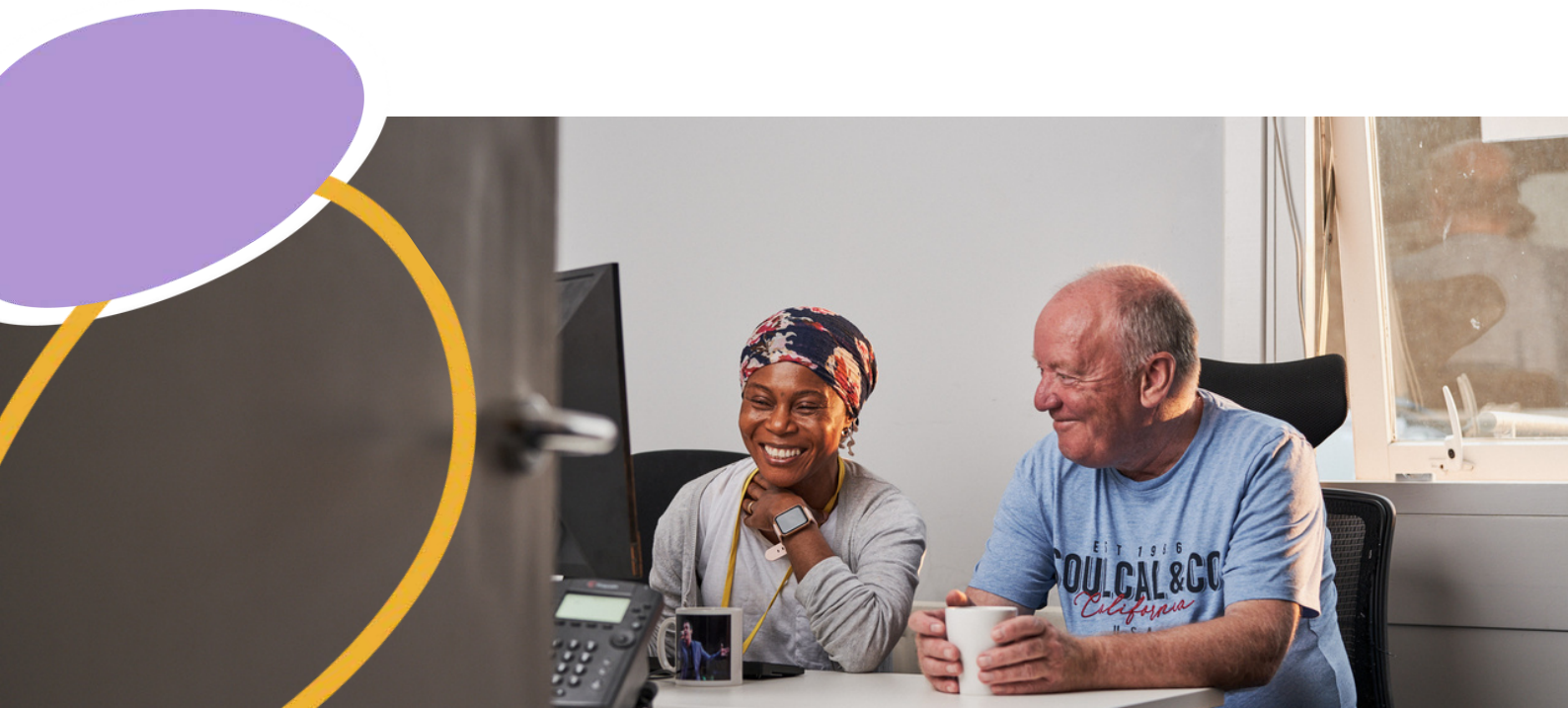
At present, we provide services across broad categories of social care:

- Learning Disability and Neurodiversity
- Older Age Care
- Homelessness, Prevention and Housing Support
- Mental Health
- Substance use.

These services are delivered across Edinburgh, Midlothian, East Lothian and West Lothian. We plan to expand into new local authorities over the next strategic plan cycle.

We work with people 16+. We operate core and cluster support services and supported living services for people with a learning disability or who are neurodivergent, or who have a physical disability or mental health need. We also deliver older age care services, including day opportunity provision. We deliver temporary and emergency accommodation services and tenancy support services.

Our priority is ensuring our workforce is equipped to provide high quality care to the people we support. Our focus is on high quality services, rather than a high quantity of services. By the end of our next five year strategy, we want to have established a reputation for quality care and support, and innovative practice. The Learning and Practice Development Officer is a pivotal role in supporting this ambition.





Why should you choose this job?

Although we have been around for 35 years, it's a modern organisation. We're flexible and full of energy. If that appeals to you – then this might be the right fit for you.

We have great people working here, and there is a real culture of compassion and respect for each other. We are all working towards the same vision and support each other to get there.

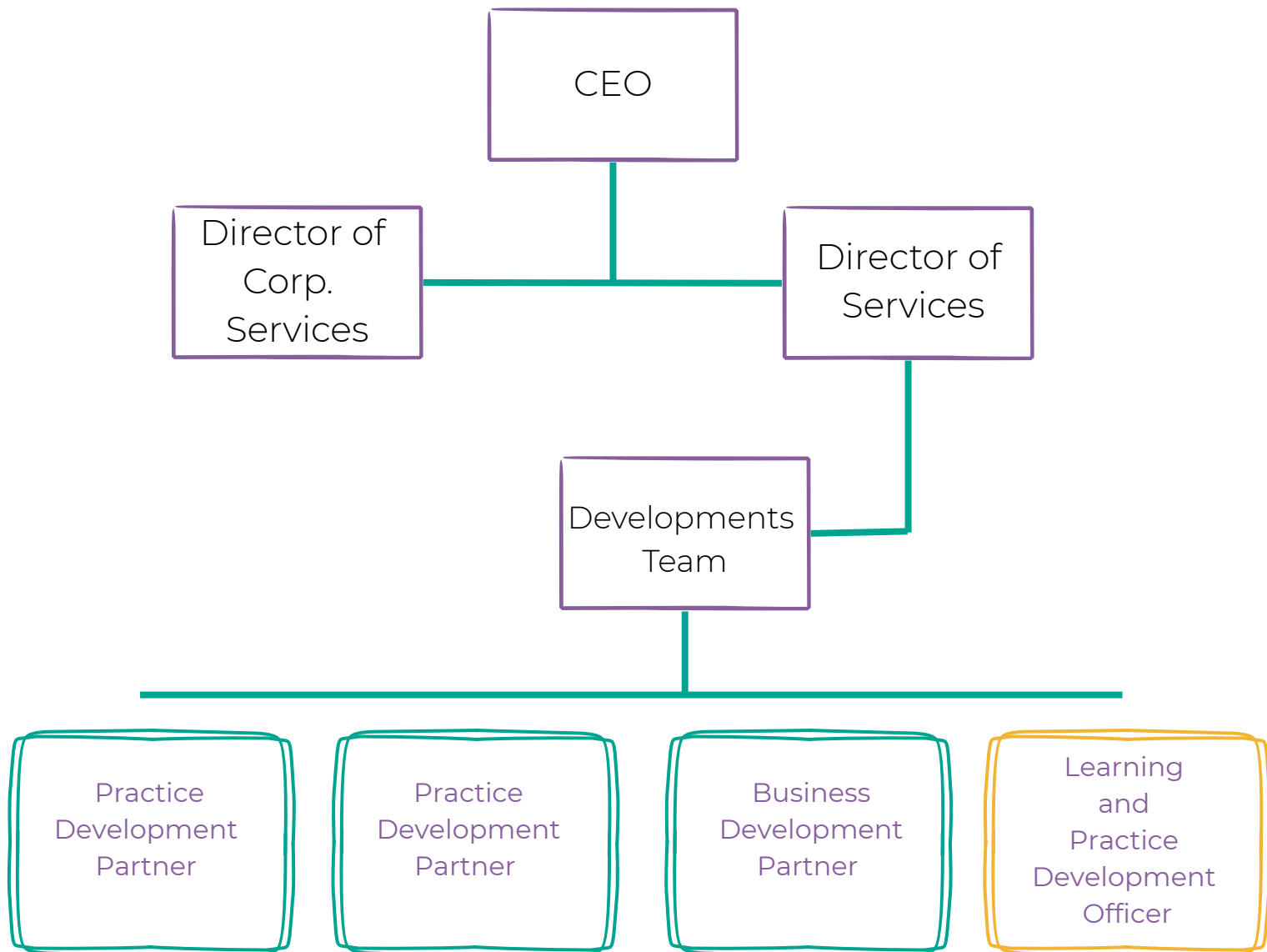
We're about to embark on our next five year strategy, which will prioritise research, evidence and quality service provision. Whoever joins in this role will have the opportunity to support us in this work, and play a pivotal cross organisation role in ensuring our staff are equipped and supported to be the best.

We encourage and are working towards further embedding distributed leadership – this means that if you like to work with a high degree of autonomy and empowered decision making and encourage and develop that in others – this could be an ideal role.

The role has the scope to develop and would be a suitable role for a range of candidates. What's important is that any candidate can develop our Trauma Informed, person centred approach, and is motivated by the diversity of our services.

We welcome applications from a broad range of candidates. If you can work to our values, and feel you meet most of the requirements of the role, we'd love to hear from you.

The Role



Job Description

Needs Analysis

- Identify learning and development needs at individual, service, and organisational levels.
- Conduct training needs analyses in collaboration with managers and staff, ensuring modern, effective, and evidence-informed working practices, policies, and procedures.
- Foster, through training and learning, a culture of continuous improvement and excellent service provision.

Course Development and Delivery

- Design and evaluate training courses tailored to service needs.
- Create and update training materials for both online and in-person delivery.
- Coordinate and organise training sessions, workshops, and reflective practice activities for our teams, ensuring they are well supported in their development as practitioners and managers.
- Deliver training to staff across various social care services.
- Support the delivery of Coaching, Modelling and Distributed Leadership across the organisation.
- Ensure training meets regulatory and organisational standards and is in line with the National Induction Framework and associated best practice training standards.



Job Description

Quality and Compliance

- Ensure all learning and training inputs meet internal quality audit standards.
- Maintain awareness of sector developments and integrate them into training.

Administration

- Prepare course materials, either independently, or in collaboration with external providers.
- Maintain training records, ensuring they are able to be reported on regularly, and that bodies such as the Care Inspectorate can review these at both service and organisational levels.
- Provide reports on training activities and outcomes, so that we can continuously improve our offer and identify training gaps.
- Maintain an awareness of relevant developments within the wider social care sector and their impacts on learning and training.
- Plan and schedule training events and book rooms, resources and trainers.

Participation and Integration

- Develop participatory methods to enable the opportunity for people we support to be involved in the overview, development, and evaluation of their service and training in general.
- Foster opportunities with partner agencies, ensuring flexible, local solutions are driven by the needs and priorities of the people we support and their communities.
- Support the organisational approach to participation and co – production.



Job Description

Collaboration and Networking

- Collaborate with interdisciplinary teams, community organisations, the Scottish Government, local authorities, policy and practice working groups and other agencies to promote person centred processes and trauma-informed approaches in our services.
- Support the development of constructive relationships with national and local statutory, voluntary and community agencies to ensure appropriate knowledge, support and resources can be leveraged to enhance our practice development.

Policy and Procedure Development

- Assist in developing and revising policies and procedures to ensure these reflect best practice and national policy.

Equity, Diversity and Inclusion

- Represent and protect diversity by valuing everyone's contribution by integrating diversity into all that you do and promote its core values.

Other Duties

- Model exemplary values-based leadership behaviours aligned with our organisational values.
- Foster a culture of collaboration, compassion, respect and accountability.
- Lead a learning environment philosophy, ensuring CPD is a priority throughout the organisation, and that teams are supported to learn and reflect.
- Promote equal opportunities and high service standards.
- Commit to continuous professional development.

This job description is not an exhaustive list of tasks, and you may be asked to carry out other duties as directed by the Chief Executive.



Person Specification

Essential qualifications

- A qualification (SCQF Level 9 or higher) in housing, social work/care or directly related field that supports an understanding of the work that we do and the ability to train others.

Desirable qualifications

- A qualification (SCQF Level 9 or higher) in management and leadership.
- A qualification (SCQF Level 9 or higher) in organisational development, learning and development, teaching or related qualification that supports the functions of this role.
- A project management qualification.




Person Specification

Essential knowledge and experience

- Experience working with adult learners in a coaching or training role.
- Experience in training delivery within a social care or similar setting.
- Knowledge of adult learning principles and regulatory frameworks (e.g. Scottish Social Services Council).
- Commitment to continuous professional development (CPD).
- Strong communication and organisational skills.
- Knowledge of person-centred planning approaches.
- Knowledge of Trauma Informed Practice.
- Ability to work to tight time scales and to use time effectively.
- Knowledge of the regulatory compliance requirements regarding service delivery.
- Ability to work long periods of lone working and as a team member.
- Ability to communicate clearly and concisely, orally, in writing, in presenting and delivering training material.
- Ability to form positive working relationships with people supported, colleagues and other stakeholders.
- To have a strong working knowledge of MS Word, Excel, and Power Point.
- Ability to follow Brand Guidelines and create resources that conform with organisational identity.
- To have access to a car and possess a full driving licence.
- To work outside standard office hours as required, which may include overnight stays on occasions.
- To be able to work in a non – discriminatory and non-judgemental way.
- Commitment to the values and mission of Care Support Scotland, and to promoting equality, diversity and inclusion.

Desirable knowledge and experience

- Knowledge and understanding of business-related functions in an organisation, aiding the use of a shared language and understanding across services and business.
 - Experience of change initiatives, working within a recognised change management methodology.
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