

## Mapping of knowledge, skills and behaviours (KSBs)

### Assessment method 1: Observation of leadership

<b>Knowledge</b>
<b>Behaviours</b>
B1: Care – is caring consistently and enough about individuals to make a positive difference to their lives
B2: Compassion – is delivering care and support with kindness, consideration, dignity, empathy and respect
B3: Courage – is doing the right thing for people and speaking up if the individual they support is at risk
<b>Tasks and Responsibilities</b>
<b>Skills</b>
S1: Develop and apply systems and processes needed to ensure compliance with regulations and Organisational policies and procedures
S2: Implement strategies to support others to manage the risks presented when balancing individual rights and professional duty of care
S3: Develop and apply systems and processes that monitor and sustain quality of the service, including assessments, care plans and service delivery
S4: Lead and support others to work in a person-centred way and to ensure active participation which enhances the well-being and quality of life of individuals
S5: Encourage and enable both staff and people who access care and support to be involved in the co-production of how the service operates
S6: Manage all resources in delivering complex care and support efficiently and effectively
<b>Dignity and Human Rights</b>
<b>Skills</b>
S7: Develop and lead implementation of organisational practices to create and sustain a culture that actively champions dignity and respects diversity, inclusion and fairness in the workplace
S8: Develop and lead a culture that values courage in working in ways that may challenge workers' own cultural and belief systems
<b>Communication</b>
<b>Skills</b>
S10: Translate policy and guidance into understandable information for a range of audiences including people who access care and support, carers and families and other colleagues
<b>Health and Wellbeing</b>
<b>Knowledge</b>
K12: Models of monitoring, reporting and responding to changes in health and wellbeing
<b>Skills</b>
S16: Apply evaluated research and evidence-based practice in own setting
<b>Leadership</b>
<b>Skills</b>
S19: Show a well-developed sense of their own behaviour and impact on others modelling a values-based culture
S20: Create a supportive culture that values initiative and innovation and recognises the variety of skills of all within the service, both workers and individuals supported
S21: Adopt a team approach, recognising contributions of team members and able to lead a team where required

### Assessment method 2: Professional Discussion

<b>Knowledge</b>
<b>Behaviours</b>
B4: Communication – good communication is central to successful caring relationships and effective team working
B5: Competence – is applying knowledge and skills to provide high quality care and support
B6: Commitment – to improving the experience of people who need care and support ensuring it is person-centred
<b>Tasks and Responsibilities</b>
<b>Knowledge</b>
K1: Statutory frameworks, standards, guidance and Codes of Practice which underpin practice in relation to the safe delivery of services
K2: Systems and processes needed to ensure compliance with regulations and organisational policies and procedures including health and safety and risk management
K3: Principles of risk management, assessment and outcome-based practice
K4: Principles and underpinning theories of change management including approaches, tools and techniques that support the change process
K5: Legislative and regulatory frameworks which inform quality standards
K6: Theories and models that underpin performance and appraisal including disciplinary procedures
<b>Dignity and Human Rights</b>
<b>Knowledge</b>
K7: Legislation and policy initiatives on the promotion of diversity, equality and inclusion in services they lead
<b>Communication</b>
<b>Skills</b>
S9: Develop and implement organisational processes to ensure that records and reports are written clearly and concisely and to keep information safe and preserve confidentiality
<b>Knowledge</b>
K8: Legal and ethical frameworks in relation to confidentiality and sharing information
K9: Range of tools and strategies to enhance communication including technology
<b>Safeguarding</b>
<b>Skills</b>
S11: Implement systems to train and support work colleagues to enable them to recognise and respond to potential signs of abuse and or unsafe practices, following organisational policies and procedures
S12: Monitor and evaluate the effectiveness of organisational policies, systems and processes for safeguarding
<b>Knowledge</b>
K10: Legislation, national and local solutions for the safeguarding of adults and children including reporting requirements
K11: The elements needed to create a culture that supports whistleblowing in the organisation
<b>Health and Wellbeing</b>
<b>Skills</b>
S13: Lead the implementation of policies, procedures and practices to manage health, safety and risk to individuals and others in health and social care to ensure compliance with legislation, standards and guidance
S14: Implement health and safety and risk management policies, procedures and practices to create a culture that values health and well-being in the organisation
S15: Monitor, evaluate and improve health, safety and risk management policies and practices in the service
S17: Take initiative to research and disseminate current drivers in the adult care landscape

*please note S17 does not have grading criteria and will be assessed indirectly through leadership skills
S18: Embed systems to improve performance of self and/or work colleagues through supervision, reflective practice and learning and development opportunities
<b>Knowledge</b>
K13: Principles of professional development
K14: Goals and aspirations that support own professional development and how to access available opportunities
K15: Elements needed to create a culture that values learning, professional development, reflective practice and evidence-based practice
K16: Systems and processes necessary to ensure professional development opportunities are identified, planned, sourced, evaluated and recorded for workers
<b>Leadership</b>
<b>Knowledge</b>
K17: Theories of management and leadership and their application to adult care
K18: Features of effective team performance