

**Leadership Capability Grid (LCG)**  
**SCDHSC0245: Receive visitors in health and social care settings**

**Summary**

The leadership capabilities and bullets in this LCG are based on the front line worker leadership capabilities and their themes of indicator from the [Step into Leadership website](#). The assumption within this LCG and level is that you can demonstrate leadership when you:

- work directly with individuals, families and communities
- contribute to team/collaborative work with colleagues and other professionals
- carry out your roles and responsibilities, illustrating your knowledge of organisational practice and procedures, Scottish Social Services Council (SSSC) Codes of Practice and other legal and organisational requirements within your roles and responsibilities
- display leadership potential for own managers and other professionals with whom you work

The Performance (P) and Knowledge (K) within the LCG are there only as examples of where leadership can be demonstrated. They are not meant to include all possible Performance and Knowledge that may be used to demonstrate your leadership capability.

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| <b>Leadership capabilities</b>  | <b>When receiving visitors in health and social care settings you can demonstrate leadership capabilities by:</b>   |
|---------------------------------|---|
| <b>Vision</b>                   | <p>Providing a vision for individuals, families, communities, colleagues and your organisation when you:</p> <ul style="list-style-type: none"> <li>• See how best to make a difference when actively preparing, undertaking and reviewing activities, supporting individuals (P3, 4, 6, 8, 10, 11, 20, 22; K1-7, 14, 15), accessing and using related information (P1, 2), using observation and feedback (P9, 10), seeking advice (P19)</li> <li>• Communicate and promote ownership of the vision when working with individual (P3, 4, 6, 8, 10, 11, 20, 22; K1-5, 14, 15), working with others (P17-20; K10, 11 ) and recording and reporting (P13, 16)</li> <li>• Promote social service values when working with individuals (P3, 4, 6, 8, 10, 11, 20, 22; K 1-7, 14, 15), observing and evaluating (P7, 9,12), working with others (P17-20; K10, 11) and when recording and reporting (P13, 16)</li> <li>• See the bigger picture when demonstrating knowledge and practice of organisational, local and national policies and procedures (K1-7, 14, 15) reviewing and evaluating activities (P8-12) and identifying and implementing change to activities (P17, 18, 20-22)</li> </ul> |
| <b>Self-leadership</b>          | <p>Displaying self leadership when you:</p> <ul style="list-style-type: none"> <li>• Demonstrate and adapt leadership when supporting individuals prepare for and undertake the activities(P3-6; K1-7), reviewing activities (P8-12, 15, 17) and overcoming barriers (P18, 19)</li> <li>• Improve own leadership by seeking advice (P19)</li> <li>• Take intelligent risks when supporting individuals to prepare for (P3, 4; K1-7, 14, 15) and carry out the activity (P5, 6; K8, 9) and when reviewing the effectiveness including changes needed (P8-12, 15, 17, 20-22)</li> <li>• Demonstrate and promote resilience when adapting practice and overcoming barriers (P8-12; 15, 17-22; K1-5, 10-12)</li> <li>• Challenge discrimination and oppression (K 1-5)</li> </ul>   |
| <b>Motivating and inspiring</b> | <p>Motivating and inspiring others when you:</p> <ul style="list-style-type: none"> <li>• Inspire people by personal example (P3, 4, 8, 10, 11, 17-20, 22; K1-5, 8, 14, 15)</li> <li>• Recognise and value the contribution of others (P3, 4, 6, 8, 10, 11, 17; K10, 11)</li> <li>• Support the creation of a learning and performance culture with individuals and others (P8-12, 17-20; K1-7)</li> </ul>  |
| <b>Empowering</b>               | <p>Empowering people when you:</p> <ul style="list-style-type: none"> <li>• Enable leadership at all levels (P3, 4, 8-12, 15, 17, 18, 20-22; K8-9; 16-20)</li> <li>• Support the creation of a knowledge and management culture by seeking and providing information to enable understanding (P4, 8-12, 17-19; K16-20, 23; 39)</li> </ul>   |

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|                                      |   |
|--------------------------------------|---|
|                                      | <ul style="list-style-type: none"> <li>• Promote professional autonomy (<b>P</b>5, 6, 8, 10-12, 15; <b>K</b>16-20, 23-25)</li> <li>• Involve people in development and improvement (<b>P</b>8, 10, 11, 17-20; <b>K</b>16-20)</li> </ul>   |
| <b>Collaborating and influencing</b> | <p>Collaborating and influencing when you:</p> <ul style="list-style-type: none"> <li>• Promote partnership working (<b>P</b>3, 4, 6, 8, 10, 11, 17-20, 22; <b>K</b>11, 14-20)</li> <li>• Influence people (<b>P</b>6, 8, 10, 11, 17-20; <b>K</b>11, 14-20)</li> <li>• Understand and value the perspectives of others (<b>P</b>3, 4, 6, 8-11, 17-20, 22; <b>K</b>11, 14-20)</li> </ul>       |
| <b>Creativity and innovation</b>     | <p>Using creativity and innovations in your work when you:</p> <ul style="list-style-type: none"> <li>• See opportunities to do things differently (<b>P</b>8, 12, 17-22; <b>K</b>3-4, 14, 15 16-20, 30)</li> <li>• Promote creativity and innovation (<b>P</b>8, 11, 12, 17 -22; <b>K</b>14, 15)</li> <li>• Support and manage change (<b>P</b>8, 11, 12, 17 -22; <b>K</b>14, 15)</li> </ul> |