

## JOB DESCRIPTION

**JOB TITLE: SELF HELP COACH**

**SERVICE: SELF HELP SERVICE, FIFE ACCOMMODATION**

### **PURPOSE OF THE JOB**

The purpose of the job is to deliver an exciting new project which is supported by the Scottish Government's Survivor Support Innovation and Development Fund and Action 15 from Fife's Health and Social Care Partnership.

Building on the success of three "test of change" initiatives, *Better than Well* will support adults who have experienced childhood trauma in Fife, particularly those who have found it difficult to engage with other services. *Better than Well* will be open to all adults who have experienced childhood trauma, but there will be an additional effort to engage with people who have also experienced homelessness.

Delivery will be based around the Glenrothes, Dunfermline, Cowdenbeath, Kirkcaldy and Levenmouth localities.

*Better than Well* will:

- Provide safety and stabilisation, reducing the risk of serious deterioration in the health of the people we support
- Provide bridges between:
  - External agencies/partners, e.g. GPs and self-referrals to our service
  - Our service and non-NHS sources of specialist support
  - Our service and NHS services which provide longer-term specialist support
- Provide a person-centred service which responds flexibly and quickly to the particular mental health needs of adults who have experienced trauma, particularly in childhood
- Provide a service to a group of people who experience multiple disadvantage

### **VALUES**

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

### **MAIN AREAS OF RESPONSIBILITY**

The main areas of responsibility for our Self Help Coaches include:

#### **Person-centred responsibilities**

- Engaging quickly to arrange a first appointment for people who are referred or self-refer to *Better than Well*
- Arranging suitable venues for support sessions

- Undertaking baseline and exit assessments of the people we support, using appropriate clinical measures
- Agreeing a schedule of support sessions
- Supporting people to identify their personal outcomes
- Enabling people to recognise, understand and manage the symptoms of childhood trauma
- Helping people to recognise and take the steps they need to take to maintain good mental health
- Equipping people to use self help approaches and resources which enable them to have greater control over their health and wellbeing
- Assisting people to review their progress towards their personal outcomes
- Introducing people to additional specialist sources of support
- Supporting people to develop good personal networks and stronger connections with their community

### **Partnership responsibilities**

- Developing positive partnerships with agencies which are relevant to support for adults who have experienced trauma, particularly in the Kirkcaldy and Levenmouth localities, but also Fife-wide and nationally
- Raising awareness of *Better than Well* through giving presentations and running training courses
- Participating in meetings of the Survivor Scotland Network and other relevant networks, as required

### **Compliance responsibilities**

- Maintaining accurate, up-to-date and secure records of the people we support
- Collecting and maintaining data for the purposes of project evaluation
- Producing presentations, training and awareness sessions and reports for funders, managers and external audiences
- Participating in regular clinical and non-clinical support and supervision
- Reviewing practice and developing knowledge in relation to adults who have experienced childhood trauma
- Working collaboratively as part of a team to deliver projects in line with our business plans and the requirements of funders

### **Other responsibilities**

- To carry out other reasonable duties, within the scope of the job, and to meet the needs of the business

### **RELATIONSHIPS**

- Adults who have experienced trauma, particularly in childhood, who access support
- Colleagues, including immediate team members, LinkLiving staff and Link Group business partners
- GPs, particularly in the Kirkcaldy and Levenmouth localities
- Fife Council staff and other providers of homelessness services
- Funders, particularly the Scottish Government

- Independent consultants on evaluation
- Inspiring Scotland
- NHS Fife staff
- Partner agency staff, particularly in the third sector

### **ACCOUNTABILITY**

The postholder is accountable to the Service Manager (Fife Accommodation)

## PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	√	
Respect (treat others the way they wish to be treated)	√	
Integrity (be honest and have strong moral principles)	√	
Caring (show kindness and concern for others)	√	
EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
Educated to diploma level (or equivalent) with experience of approaches to self help techniques and/or CBT approach.	√	
Diploma in Counselling or Diploma in Self Help/Life Coaching or Degree in Psychology		√
Member of the British Psychological Society or other relevant membership		√
KNOWLEDGE / EXPERIENCE & SKILLS		
Knowledge of issues affecting people who are excluded and marginalized	√	
To be able to actively contribute to team working	√	
A knowledge of mental health self help resources and a commitment to their use	√	
An ability to building equal and positive relationships with people	√	
Demonstrable experience of using a person centred approach	√	
An ability to problem solve and remain calm in a crisis	√	
Good communication skills in a variety of situations	√	
Empathy and active listening	√	
Sensitivity and responsiveness to people's emotional and social health	√	
An ability to collect data and maintain records	√	
GENERAL / OTHER		
Meet the requirements of registration with Protection of Vulnerable Groups Scheme check	√	
Flexible, practical and reliable approach	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW
<p><b>COMMUNICATION</b> Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>	
<p><b>CUSTOMER CENTRED APPROACH</b> Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p><b>INNOVATION</b> Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p><b>LEADERSHIP</b> The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>	
<p><b>PERSONAL EFFECTIVENESS</b> Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach.</p>	
<p><b>PROBLEM SOLVING AND REASONING</b> The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p><b>INFORMATION SYSTEMS</b> A functional understanding of Link's core information communication technology – including Microsoft Office and IT systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.</p>	
<p><b>WORKING TOGETHER</b> Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.</p>	