

JOB DESCRIPTION

JOB TITLE: TRAUMA INFORMED PRACTICE TRAINER/ SELF HELP COACH

SERVICE: EMPLOYABILITY

PURPOSE OF THE JOB

The purpose of the job is to deliver trauma-informed practice training to front line professionals, both across the Link Group of companies and to external partners and agencies. The post holder will also provide one to one self-help coaching to clients who are being supported through the Practice and Participation team and who could benefit from additional mental health support.

Your role will be to work with each individual to identify self-help goals and provide up to six sessions to work towards these. The sessions will be either face to face or could be delivered through an online platform dependent on individual circumstances.

You will:

- Deliver Trauma Informed Practice Training based on NES framework to colleagues across the Link Group and external partner agencies
- Provide a trauma-informed service which responds to support the mental health needs of clients
- Create person centered session plans for each person you support

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

Training responsibilities

- Deliver Trauma Informed Training based on NES framework to colleagues across the Link Group and external partner agencies
- Support the ongoing design of training sessions and evaluation methods
- Use of online software for remote delivery

Self Help responsibilities

- Agree a schedule of support sessions with each client
- Support each client to identify their personal outcomes
- Equip clients to use self-help approaches and resources which enable them to have greater control over their health and wellbeing
- Assist clients to review their progress towards their personal outcomes

- Make referrals to other agencies if 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
- Reviewing practice and developing knowledge in relation to adults who have experienced trauma and mental health issues
- 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 and young people aged 16-24 who have experienced trauma, who access support
- Colleagues, including immediate team members, LinkLiving staff and Link Group business partners
- Funders
- Independent consultants on evaluation
- Partner agency staff, particularly in the third sector
- Practice and Participation team

ACCOUNTABILITY

The postholder is accountable to the Employability Manager

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		
Experience in the delivery and development of training programmes	√	
Knowledge of the use of evaluation methods to ensure training is effective	√	
Knowledge of issues affecting people who are excluded and marginalised	√	
Knowledge of NES Trauma informed framework	√	
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	√	
Current driving license and access to a roadworthy car	√	

COMPETENCY MANAGEMENT FRAMEWORK	ALL ESSENTIAL AND WILL BE ASSESSED AT INTERVIEW
<p>COMMUNICATION 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>CUSTOMER CENTRED APPROACH 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>INNOVATION 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>LEADERSHIP 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>PERSONAL EFFECTIVENESS 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>PROBLEM SOLVING AND REASONING 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>INFORMATION SYSTEMS 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>WORKING TOGETHER 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>	

TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours

Full-time, 37.5 hours per week, requires flexibility around the needs of the service.

Contract

The post is permanent.

Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Trauma Trainer/Self Help Coach Salary Range £21,506.00 - £25,356.00 per annum pro rata (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

Annual Leave

35 days pro rata per annum (including 10 public holidays) rising to 38 days after completion of three years' service.

Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

Travel

(a) Staff will be reimbursed two-thirds of the cost of a monthly bus pass if this is appropriate to the needs of the Service. (b) If you only use a monthly bus pass for business purposes you may be able to claim the full cost.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

On-Call

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

Time Back

There is a time back arrangement for additional hours worked in excess of the contracted hours.

Probationary Period

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

Support and Supervision

You will have regular support and supervision meetings with your line manager.

Smoking

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

Health Care Cash Plan

A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]

Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

In order to become a member of this scheme for the first time the cost is £59. Should you be successful in securing a post with Link it will be expected that you will meet the registration cost.

If you are already an existing PVG scheme member, Link will meet the cost to update your application.

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>