

## JOB DESCRIPTION

**JOB TITLE: SELF HELP COACH**

**SERVICE: BETTER THAN WELL**

### PURPOSE OF THE JOB

The purpose of the job is to deliver our supported self-help service, Better than Well 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.

Better than Well provides up to 8 one-to-one supported self-help sessions to adults who have experienced childhood trauma in Fife, particularly those who have found it difficult to engage with other services. The service is available to all adults who have experienced childhood trauma, but there will be an additional effort to engage with people who have also experienced homelessness.

Better than Well also provides trauma-informed practice training to frontline professionals both across Link Group of companies and to external partner agencies.

You will:

- Provide a trauma-informed service which responds to support the mental health needs of clients through the provision of 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 childhood trauma.
- Provide a service to a group of people who experience multiple disadvantage
- Deliver sessions in-person or using remote delivery methods
- Deliver Trauma-Informed Practice training based on the NES Framework to internal and external partners

### 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:

### Self-Help Responsibilities

- Respond to and assess incoming referrals to the service
- Undertake baseline and exit assessments of the people we support, using appropriate clinical measures
- Agree a schedule of one-to-one support sessions for each client
- Support people to identify their personal outcomes
- Enable people to recognise, understand and manage the symptoms of childhood trauma
- Help people to develop the tools and techniques they need to maintain good mental health
- Equip people to use self-help approaches and resources which enable them to have greater control over their health and wellbeing
- Assist people to review their progress towards their personal outcomes
- Introduce people to additional specialist sources of support
- Support people to develop good personal networks and stronger connections with their community
- Recruit, support and facilitate Peer Support Group and the Survivor Reference Group

### Partnership responsibilities

- Develop positive partnerships with agencies which are relevant to support for adults who have experienced trauma, Fife-wide and nationally
- Raise awareness of Better than Well through the provision of shared learning events for internal and external partners
- Contribute to the ongoing design, delivery and review of Trauma-Informed training based on the NES Framework to professionals – both across the Link Group and external partner agencies
- Participate in meetings of the Survivor Scotland Network and other relevant national networks, as required

### Compliance responsibilities

- Maintain accurate, up-to-date and secure records of the people we support for monitoring and evaluation purposes
- Maintain regular communication with referring agencies and relevant healthcare professionals
- Contribute to the production of presentations, awareness sessions and reports for funders, managers and external audiences
- Participate in regular clinical and non-clinical support and supervision

- Review practice and develop knowledge in relation to adults who have experienced childhood trauma
- Work 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 childhood trauma
- Colleagues, including immediate team members, LinkLiving staff and Link Group business partners
- GPs across Fife 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 Team Leader (Better than Well)

## PERSON SPECIFICATION

<b>VALUES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
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)	√	
<b>EDUCATION &amp; QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Educated to a higher education level	√	
Experience of approaches to self-help techniques and/or CBT approach.		√
<b>KNOWLEDGE / EXPERIENCE &amp; SKILLS</b>		
Knowledge of issues affecting people who are excluded and marginalized	√	
To be able to actively contribute to team working	√	
A working knowledge of mental health self-help resources and a commitment to their use	√	
Experience in the delivery and development of training programmes		√
An ability to building equal and positive relationships with people	√	
Demonstrable experience of using a person centred approach	√	
Proactive approach to managing own wellbeing in the role	√	
An ability to manage ongoing risk, 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	√	
<b>GENERAL / OTHER</b>		
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>	

## 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

Part time, 32.5 hours per week, to be worked over 4.5 days, but 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.

Self Help Coach Salary Range £23,113.00 - £25,546.00 per annum pro rata (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April (already applied to salary as above).

### 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>