

Role Profile (Salary £33,486)

Team Coach

Thistle Wellbeing Practitioners work in self-organised teams of up to 12 workers. Teams make their own decisions within a framework agreed with the Directorate Team and are supported by a Team Coach and Practice Development Facilitator (PDF). Coaches provide training and support for teams to self-organise and make decisions autonomously. Coaches will always model work practices consistent with a common set of person-centred behaviours described as the Thistle Approach. Alongside PDF's, Coaches enable and hold teams to account for working to four key principles and an operational framework. Coaches are accountable to the Supported Living Lead and CEO. Coaches work collaboratively to support teams to build relationships with people and their families.

Key Principles

The following four key principles describe what Thistle teams will achieve in practice:

- Delivery of person centred, strengths-based support that focuses on what matters to people
- Achievement of financial and environmental sustainability
- Facilitation of wellbeing and fun
- Engagement of people we support, families and volunteers

Coach Responsibilities include:

- Work with the PDF to deliver in-team self-organised teams training
- Support and encourage self-organised teams to own and resolve issues themselves
- Coach teams when issues cannot be resolved collaboratively by the team itself
- Offer advice if requested on learning and development requirements
- Coach teams and, where applicable, individual team members to improve team performance
- Coach teams to achieve a high level of performance and manage absences effectively
- Notice unusual patterns of performance or behaviours in teams and highlight them for discussion and action with the team, PDF and if necessary Supported Living Lead or CEO.
- Raise breaches of the agreed framework or organisational vision and values, with team and PDF for discussion and action or where necessary with the Supported Living Lead or CEO.
- Contribute to and participate in reflective practice and 1-1 intervention.
- Deliver learning, training and development for teams which is consistent with the Thistle Approach including self-management strategies.
- In exceptional circumstances and where agreed with the PDF provide 1-1 supervision for staff until the team is up and running with InterVision.
- Contribute to development, delivery and reporting of learning in practice.
- Record and report any concerns in relation to any adult that may be at risk of harm by following Thistle's Adult Support and Protection Policy and Procedure.

Core Roles

- **Team Coach:** providing coaching and facilitating learning for people in accordance with the Thistle Approach, drawing on life and professional experience and relevant qualifications.
- **Team Player:** sharing responsibility for the success of the extended leadership team (ELT), supporting and challenging collectively and individually if necessary.

Team Coaches Operational Framework - non-negotiable elements of work include:

1. Time is spent as 70% direct work with teams, and 30% facilitation and learning.
2. Contribute to Extended Leaders Team (ELT) meetings once per month.
3. Attend regular review meetings (8 weekly) with the Coach, Supported Living Lead, and CEO.
4. Coach and PDF provide each other regular InterVision (8 weekly) to: obtain feedback; ensure clear communication; work through issues and actions; and build effective relationships.
5. Engage in collective decision-making using action-oriented decision-making process.
6. Ensure teams work to Care Inspectorate, SSSC and Thistle policies, procedures, requirements.
7. Continually learn and develop keeping up with best practice approaches.
8. Raise breaches of the agreed framework or organisational vision and values, with teams for discussion and action or where necessary with the Supported Living Lead or CEO.
9. Deliver learning, training and development for teams on key components of self-organising e.g. team meeting process, action oriented decision making and InterVision.
10. Record and report any concerns in relation to any adult that may be at risk of harm by following Thistle's Adult Support and Protection Policy and Procedure.
11. Coaches support teams to work to the operational framework ensuring all tasks are covered all of the time, distributed across team members and rotated regularly.
12. Coaches must continually learn and develop keeping up with best practice approaches.

Qualifications and experience

- Professional Health and Social Care background with degree level qualification or evidence of working at equivalent level supplemented by specialist training.

Abilities

- Skilled in collaborative therapeutic approaches to working with people (e.g. Solution focused practice, person centred working and planning, motivational interviewing)
- Proficient in coaching skills and techniques coherent with solution focused practice.
- Experience with process coaching and skilled in question-driven coaching techniques.
- Not make assumptions and observe, notice and judge when issues require an intervention.
- Analytically strong, self-organising and excellent interpersonal, and presentation skills.
- Decision-focused without taking over - skills to provide remote support without being invisible.
- Good group work skills and experience of group facilitation.
- Work autonomously with support and coaching from the Supported Living Lead or CEO.
- Experienced in facilitation and conversations that focus on what matters to people & families.
- Use of systems, Access, Microsoft applications.