

SAMH Role Profile

Job Title:	Recovery Coach
Department/Service/Area:	St Peter's Mental Health Supported Living
Reports to:	Service Manager
Direct Reports:	None

Role Summary

The Recovery Coach at St Peter's Mental Health Supported Living is a flexible multi-skilled role providing direct emotional wellbeing and practical support to individuals to improve their mental health and wellbeing. Working with people on a 1-2-1 or group basis, in people's homes and communities' the Recovery Coach will work with individuals to identify strengths and issues and goals, encourage individuals to recognise and use their existing strengths, support building new skills and utilise coaching approaches to build momentum in self-management, personal recovery and building capacity. Assessing individual's strengths and needs, the Recovery coach will link individuals with meaningful supports within their community. Recovery coaches will be a role model of Recovery and optimism.

Essential Duties and Responsibilities

1. Support individuals to identify and address strengths and issues and support goal setting to overcome barriers and develop a personal Recovery plan using established techniques.
2. Creating, developing and maintaining relationships with service users, families, carers and any other stakeholders relevant to the care of the service user.
3. Participate and contribute to the work of multi -disciplinary teams where appropriate and liaise regularly with Health staff, Police and the Care Manager over any matters of concern regarding service users welfare or risk they present to themselves or other.
4. Networking and establishing relationships in the community across a range of services and resources which will increase access to opportunities for the people we support during and beyond our provision.
5. Facilitate and support access to community based resources to allow the personal goals and Recovery plans of people we support to be realised, including community groups and events, education and employment opportunities.
6. Co-ordinate and deliver time limited focused group work and training events within communities.
7. Working with existing community groups to remove barriers to mental health
8. Supporting people to change behaviours using recognised techniques
9. Comply with the SSSC Codes of Practice for Social Service workers, SAMH's policies and procedures and any other relevant legislation.
10. Protect vulnerable groups and individuals from abuse in accordance with SAMH's safeguarding framework.
11. Evidence outcomes for individuals through the use of person centred planning approaches.
12. Exercise judgement and initiative, taking personal responsibility and accountability for your own practice.
13. Challenge the stigma associated with mental illness
14. Work effectively within professional boundaries and demonstrate ethical practice.
15. Demonstrate a commitment to continuous learning and reflective practice.
16. Treat every individual receiving support with respect and dignity
17. Promote the work of the organisation in a positive manner
18. Other appropriate duties to support the delivery of the service, as requested by manager.

Key Working Relationships & Contacts

- Accountable to and will work positively and effectively with Service Manager.
- Will work positively and effectively with all colleagues, including volunteers.
- Will work positively and effectively with individuals who access the service.
- Will work positively and effectively with service partners and external agencies.

Working Environment/ Special Circumstances

Will include

- Lone Working.
- Work Flexible hours on a rota systems including early and late shifts, weekends, evenings, sleepovers and on-calls.
- Travel across Glasgow to meet service delivery requirements.
- Working with individuals with challenging behaviour.
- Working in various settings such as office based, individuals own home, in community.

Person specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Understands recovery and works with a recovery focused approach. • Supporting people with mental health problems and illnesses • Experience of key-working and case management 	<ul style="list-style-type: none"> • Supporting people with complex needs, i.er. addictions, homelessness • Experience in working in partnership with other professionals • Experience of working with a person-centred approach. • Experience of networking with local communities • Experience of training delivery • Experience of facilitating groups
Qualifications	<ul style="list-style-type: none"> • A relevant SVQ level 2, OR commitment to achieve qualification within agreed timescale • Registration OR commitment to achieve registration with SSSC (Scottish Social Services Council) 	<ul style="list-style-type: none"> • Training Delivery qualification or accreditation
Knowledge	<ul style="list-style-type: none"> • Knowledge of mental health illness and associated issues, understanding of the difficulties faced by people with mental ill health • Knowledge of community mapping and local resources 	<ul style="list-style-type: none"> • Knowledge of complex needs, including addictions, trauma and homelessness
Functional / Work Based Skills	<ul style="list-style-type: none"> • Excellent communications skills (non-verbal, verbal and written) with the Good therapeutic focused inter-personal skills 	<ul style="list-style-type: none"> • Good IT Skills including Email, Social Media, Microsoft Office Packages

	<ul style="list-style-type: none"> • Social networking and ability to work in partnership with other professionals 	
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Core Competencies and Commitment

At SAMH, our values underpin everything we do. We believe that everyone has the right to be treated with dignity, respect and equality. We believe that everyone is entitled to hope and choice and to achieve personal fulfilment.

These are the competencies that SAMH looks for and expects from staff who support the people who use SAMH social care services. These competencies enable SAMH to deliver its core purpose of mental health and wellbeing for all.

Employees are required to read and understand the role profile for their position and are required to comply with SAMH’s policies, all laws, rules, regulations and standards of conduct relating to their position and report any suspected violations of conduct to my line manager. All employees should adhere to the SAMH values in all interactions with service users, customers and colleagues.

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Core Competencies, Behaviour and Skills

Recovery Focussed

Empathise, inspire and motivate others.
 Deliver person centred and recovery focussed support to enable individuals to achieve positive outcomes.

Communication

Communicate effectively and professionally and contribute to the accurate recording and monitoring of all case and incident recording systems. This includes communications by email, by phone/text and other on-line methods.
 Build and develop positive relationships with those who use our services.
 Engage with a range of people from a wide variety of backgrounds

Deliver a high standard/quality of work

Maintain the highest personal and professional standards. Work professionally and collaboratively with internal and external colleagues, those who use our services and members of the public and to meet the requirements of funders and regulators.
 Undertake personal responsibility for conduct and work ethic in line with SAMH Code of Conduct, the SSSC Codes of Practice and other relevant professional standards.

Critical Reflection and Learning

Ability to reflect on own practice and learn from own experiences and those of others.
Develop skills and knowledge of theory and practice and understand where role fits within SAMH and externally.

Supportive of Equality and Diversity

Challenge inequality and stigma; recognise and respond to the barriers individuals and groups face within society.

Treat all people within SAMH (both staff and service users) fairly and with respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and/or sexual orientation.

Commitment to Health, Safety and Well-being

Understand, encourage and carry out the principles of integrated safety management; comply with SAMH Health and Safety Policy and Procedure; complete all required H & S training; take personal responsibility for safety.

Participation

Ensure the people who use our services have the opportunity to get involved in their support, their service, their community or in SAMH as an organisation.

Team Working

Ability to work as part of a team.

Service User Engagement

Develop, maintain and demonstrate a wide range of interpersonal skills when working with the people we support, including: open-minded, respectful, active listening, empathetic, promote independence, maintenance of confidentiality, honest, honourable in agreements and practices, appropriate body language, solution focussed, supportive and approachable, non-judgemental, pro-active, patience and resilience, professional approach