

JOB DESCRIPTION

JOB TITLE: SELF-HELP COACH

SERVICE: MENTAL HEALTH AND WELLBEING, LINKLIVING

PURPOSE OF THE JOB

The purpose of the job is to provide a self-help service which supports people to develop tools and techniques to better manage mild to moderate mental health issues.

The post holder will provide one-to-one self-help coaching to people who could benefit from additional mental health support. Your role will be to work with each person to identify self-help goals and provide up to nine sessions to work towards these. The sessions will be delivered remotely through an online platform or through phone calls.

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 a person-centred service which responds flexibly and quickly
- Provide a service to a group of people who experience multiple disadvantage
- Deliver sessions using remote delivery methods

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 mild to moderate mental health issues

- 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

Partnership responsibilities

- Develop positive partnerships with agencies which are relevant to support for adults experiencing mental health issues
- Engage in partnership working across the Link Group of companies

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
- Participate in regular support and supervision
- Review practice and develop knowledge in relation to adults who experience mild to moderate mental health issues
- 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

GENERAL

To comply with all relevant data and records management legislation, policies and procedures by ensuring that all information is processed, stored, and destroyed in line with data management practices and retention periods.

RELATIONSHIPS

- Adults who experience mild to moderate mental health issues
- 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

ACCOUNTABILITY

The postholder is accountable to the Head of Practice and Participation

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 a minimum of SCQF Level 7(or equivalent) or equivalent relevant experience	√	
Experience of approaches to self-help techniques and/or CBT approach.	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Knowledge of issues affecting people who are excluded and marginalised	√	
To be able to actively contribute to team working	√	
A working 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	√	
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	√	
GENERAL / OTHER		
Meet the requirements of Disclosure Scotland Protection of Vulnerable Groups (PVG) Scheme membership for working with both protected adults and children	√	
Flexible, practical and reliable approach	√	

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, 30 hours per week, usually between Monday to Friday, but requires flexibility around the needs of the service.

Contract

The post is fixed term for 13 months

Salary

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

Salary will be dependent on skills and experience. Salaries are paid on the 25th of the month. When the 25th falls on a public holiday or weekend, you will be paid on the last working day of that week.

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 £29,249 - £32,093 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 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. Current auto-enrolment rates are:

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

Employees can opt to increase their contributions:

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

Health Care Cash Plan

A non-contributory healthcare cash plan scheme (taxable benefit) for employees and children up to the age of 24 who are living at home and studying full-time. (Option to include partners at an additional cost).

Life Assurance

LinkLiving provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary.

Health & Safety

LinkLiving supports a healthy working environment through staff-led working groups, covering areas such as health and safety and employee wellbeing.

Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

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 (includes cigarettes and e-cigarettes (vaping)). Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.

Protecting Vulnerable Groups (PVG) Scheme Membership

Some roles at LinkLiving involve working closely with children or protected adults and play an important part in keeping the people we support safe. For these roles, membership of the Protecting Vulnerable Groups (PVG) Scheme is required. This is a standard safeguarding step and reflects our strong commitment to protecting those who use our services.

If a PVG check is needed for the role you are applying for, we will talk this through with you during the recruitment process and support you at each stage. LinkLiving will meet the cost of any new PVG scheme membership or PVG scheme update.

For further information please refer to the disclosure Scotland website -

<http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>