

JOB DESCRIPTION

JOB TITLE: SELF HELP COACH – Carers Service

DEPARTMENT / SERVICE: FIFE SELF HELP SERVICE

PURPOSE OF THE JOB

The remit of this post is to provide stress support to parents, family members or any carer of an individual who has been diagnosed as or is pending a diagnosis of being on the autistic spectrum or with additional support needs using a Cognitive Behavioural Therapy based approach. This involves assisting people to access and use self help materials and signposting people to other relevant agencies when appropriate. You will need to develop and maintain respectful and empowering relationships with service users so that they feel valued and supported and in control of their own lives.

The post holder will work within our existing Self Help Team based at West Bridge Mill in Kirkcaldy, Fife. The post holder will be expected to meet with service users in various community sites throughout Fife and therefore flexibility to travel to these areas is essential.

MAIN AREAS OF RESPONSIBILITY / TASKS

As a Self Help Coach you will be expected to:

- Establish supportive relationships with service users based on mutual respect and equality
- Provide advice and assistance to service users through face to face, telephone or email contact having first assessed the benefit of using a self-help approach to the individual.
- Direct service users towards appropriate self-help materials and specialist agencies.
- Support and assist service users to complete self help packages using a person centred approach
- Working within the remit of the role, use time limited interventions to support and assist individuals in managing stress

- Assist service users to review their progress to help them complete their chosen outcomes
- Support and assist service users to access services that will help them to maintain health and wellbeing, assisting them to attend appointments if required
- Support and assist service users to build up local networks in their community, making connections and assisting them to gain new interests and experiences
- Increase the use of self help materials such as written materials (e.g. the GNEF Book Prescription Scheme) and increasing online resources (Access Therapies)
- Be responsible for developing and maintaining records for the project, and collecting data for evaluation purposes
- Liaise with other agencies who are doing signposting work already to ensure as little duplication as possible
- Promote and actively encourage service user involvement
- Provide supportive feedback to colleagues regarding practice and share knowledge where required.
- To carry out other duties, within the scope of the job, and to meet the needs of the business.
- Carry out service promotion on an ongoing basis, develop and maintain working relationships with external agencies.

GENERAL

As a Self Help Coach, you will have:

- A commitment to people and ability to develop and sustain relationships
- A knowledge of self help resources & CBT resources for carers of individuals with autism, additional support needs and a commitment to their use
- An active contribution to team working
- A sense of judgement and ability to take decisions and be responsible for them
- Empathy and active listening
- Non-judgemental attitude and ability to see people's gifts
- Ability to remain focused in the face of conflicting demands
- Ability to problem solve and remain calm in a crisis
- Willingness to embrace diversity and challenge opinions that are exclusive
- Sensitivity and responsiveness to people's emotional and social health
- Ability to prioritise own workload, personally and within a team context

- A proactive approach to your own learning and ability to keep up to date with practice issues/policy/legislation
- Good communication skills in a variety of situations
- Ability to reflect on practice and ensure competencies are maintained.
- Able to actively seek feedback regarding performance from service users and other professionals
- Ability to actively network with external agencies to carry out service promotion and increase awareness of available services for further referral for clients

RELATIONSHIPS

- Service Users
- Volunteers
- Colleagues,
- Managers
- Local Authorities
- Partner Agencies
- Funding Bodies
- Regulating Bodies

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or line manager. You will actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

To comply will 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.

ACCOUNTABILITY

This post is accountable to the Service Delivery Manager.

PERSON SPECIFICATION

Values	Essential	Desirable
Empathy (listen to and understand an individual's needs and circumstances)	X	
Respect (treat others the way they wish to be treated)	X	
Integrity (be honest and have strong moral principles)	X	
Caring (show kindness and concern for others)	X	
Education and Qualifications	Essential	Desirable
Willingness to work towards and achieve an appropriate qualification recognised by SSSC		X
Knowledge, Experience and Skills	Essential	Desirable
Understanding of the issues affecting service users	X	
Knowledge of issues affecting people who are excluded and marginalized	X	
An active contribution to team working	X	
A knowledge of self help resources for those caring for individuals with autism and additional support needs and a commitment to their use	X	
Building equal and positive relationships with people and external agencies	X	
Using a person centred trauma informed approach	X	
Ability to problem solve and remain calm in a crisis	X	
Good communication skills in a variety of situations	X	
Empathy and active listening	X	
Sensitivity and responsiveness to people's emotional and social health	X	
Experience of working in a one to one setting	X	
Ability to collect data and maintain records	X	
General / Other	Essential	Desirable
Meet the requirements of Disclosure Scotland Protection of Vulnerable Groups (PVG) Scheme membership for working with both protected adults and children	X	
Flexible, practical and reliable approach	X	
Current driving licence and access to a reliable, roadworthy car	X	

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.

Employer	LinkLiving Limited Registered Office; Link House, 2c New Mart Road, Edinburgh, EH14 1RL. LinkLiving is a partner organisation within the Link group of companies (parent company Link Group Limited) resulting in employer details referencing both "LinkLiving" and "Link."
Hours	Normal hours of work are 18 hours per week, organised over 3 days, Monday to Friday, together with such additional time as is necessary for the proper and efficient discharge of your duties which may include evenings, weekends and public holidays.
Flexible Working	Flexible working options in most roles and services based on the operational need of the business e.g. time off in lieu, flexi-leave. Link offers hybrid working for suitable roles, so there may be opportunities for home working.
Contract	Permanent
Location	Normal place of work will be Kirkcaldy and you are also required to travel across all areas of Link's services to fulfil the duties of the post based on business needs.
Salary	£29,249 - £32,093 per annum, pro rata Salary will be dependent on skills and experience An Inflation-Related Pay Award is normally awarded annually in April.
Performance Related Pay	Discretionary annual performance-related salary increase and/or non-consolidated (bonus) pay awards subject to terms of the scheme.
Pay Date	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.

Annual Leave	35 days per annum (including public holidays) rising to 38 days after completion of three years' service. Annual leave will be pro-rata for part-time staff. The holiday year runs from 1 April to 31 March. Holiday entitlement for part years is calculated on a pro-rata basis.						
Pension	Link automatically enrolls eligible employees to the defined contribution pension scheme which operates as a net pay arrangement by default. The minimum auto-enrolment rates are: Link: 5% of basic salary Employee: 3% of basic salary Employees can opt to increase their contributions: <table><tr><td>Employee:</td><td>4%</td><td>5%</td></tr><tr><td>Link:</td><td>6%</td><td>6%</td></tr></table> Unmatched additional voluntary pension contributions (AVCs) may be made through salary exchange or a net pay arrangement, as either a lump-sum payment or monthly deductions.	Employee:	4%	5%	Link:	6%	6%
Employee:	4%	5%					
Link:	6%	6%					
Pension Contribution Salary Exchange Scheme	Eligible employees can opt in to the scheme by varying their contract of employment to give up a percentage of their gross salary/pensionable earnings (before tax and National Insurance). In return, Link will make a pension contribution of the same value on their behalf, rather than the contribution being deducted through the net pay arrangement.						
Company Sick Pay	Enhanced company sick pay on a sliding scale based on an employee's continuous length of service up to a maximum of 26 weeks full pay and 26 weeks half pay.						
Company Familial Leave	Enhanced familial leave and pay entitlements.						

Business Travel	Authorised business travel undertaken in a private vehicle must be claimed on a cumulative basis for all business miles travelled within the financial year (6 April to 5 April). Mileage rates are subject to change and are typically aligned with HMRC Mileage Allowance Payments: 45p per mile for the first 10,000 miles and 25p per mile thereafter, with an authorised passenger allowance of 5p per mile.
Notice Period	4 weeks during probationary period and 12 weeks thereafter.
On-Call	Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

HEALTH & SAFETY

Health & Safety	Link promotes a healthy and inclusive working environment and achieves this aim by supporting active, staff-led Health and Safety Committees, benefits and promotions
Lone Workers	Link provides a range of lone working risk assessments, devices and support from managers with a 24/7 alarm receiving centre to reduce risks of working alone for periods of time.
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.
Work Wear	Post holder will be provided with appropriate work wear and protective clothing and/or equipment to carry out the duties of your post. Where applicable, it is a condition of your employment that you wear the clothing and/or equipment as provided.