



## JOB DESCRIPTION

### JOB DETAILS:

<b>Job Title</b>	MH&LD Wellness, Work & Us Coach
<b>Pay Band</b>	6
<b>Hours of Work and Nature of Contract</b>	37.5 hours, 12 months fixed-term
<b>Division/Directorate</b>	Mental Health & Learning Division
<b>Department</b>	Wellness, Work & Us
<b>Base</b>	Staff Wellness Resource Centre, Bryn-y-Neuadd, Llanfairfechan

### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	MH&LD Training & Development Lead
<b>Reports to: Name Line Manager</b>	Isabelle Hudgell
<b>Professionally Responsible to:</b>	MH&LD Training & Development Lead

#### **Organisational statement on values and behaviours**

To improve health and deliver excellent care. Put patients first, Work together, Value and respect each other, Learn and innovate, Communicate openly and honestly.

#### **Job Summary/Job Purpose:**

The Wellness, Work & Us Coach will be integral to the Wellness, Work and Us Team in developing a respected and empowered workforce which is listened to and well supported to developing inspirational and skilled leaders with values of kindness and compassion

Key roles will be:

- To offer individual coaching sessions
- To coordinate the requests for coaching and coach development in MH & LD, and support the our coaches
- To be involved in developing the processes to ensure new managers undertake reflective practice, and that this becomes an expected part of transition into leadership and management roles
- To assist with the provision of informal resolution meetings
- To support with team development initiatives
- To support with the delivery of the Wellness, Work & Us strategy

### **DUTIES/RESPONSIBILITIES:**

#### ***Provide Personalised Coaching support***

- Provide expertise in the specialist area of coaching which will contribute to the work of the Wellness, Work and Us Strategy.
- Use a range of skills and methods of delivery to provide individual / group coaching e.g. telephone / in person support with staff in MH & LD according to their needs, empowering them to manage their own outcomes.
- Undertake specialist coaching / solution-focused support for agreed session times or as part of development days.
- To select, administer and interpret managerial and self-development tools and tests as appropriate
- Periodically manage emergency situations e.g. users with self-harm / public interest situations within ethical considerations. Referring urgently to other health care professionals or agencies and escalating to the senior person in charge.
- To work as an independent and autonomous professional within the policies and procedures for the service, taking full responsibility for own work including managing own caseload, models of support and discharge decisions.
- Keep up to date records as agreed and relevant.
- Work ethically, building trust and respect with the person, providing non-judgemental and non-discriminatory support, respecting diversity and lifestyle choices
- Work flexibly, adapting to the needs of the service and client group while maintaining the integrity of the role
- Work from a strength-based approach focusing on a person's assets
- Assess and monitor risk and draw up appropriate risk management plans.
- To provide specialist coaching consultation and peer supervision to colleagues and others and to contribute to developing staff support and management support pathways within the service.
- Support managers in MH & LD to make appropriate referrals to the service
- To communicate skilfully and sensitively highly complex and sensitive information, taking into account sensory and cultural barriers to communication.
- Maintain a flexible appointment system to meet the demand for timely coaching, offering appointments at short notice where needed for individual clients or groups of individuals in crisis to ensure the effective delivery of client care.
- Respond to critical incidents, providing crisis support using evidence based practice e.g. NICE

guidelines and help develop and implement post-incident support pathways and guidelines.

- Apply or co-ordinate effective cross-cultural coaching to meet the Welsh Language Act and / or other cultural needs.
- Assist the MHLTD Training and Development Lead to meet defined objectives for the service.
- Undertake regular coaching supervision as per BCUHB requirements with a suitable agreed supervisor.
- Maintain standards of confidentiality and adhere to the ethics
- Apply current research based practice to ensure appropriate coaching intervention for individual / group's needs.

#### **Coordinating Coaching Referrals and Coach Development**

- Work in collaboration with the BCU coach lead and local education providers to facilitate access to coach training for MH & LD staff and ensure that service requirements are met
- Oversee the application of staff to identify suitable candidates, ensuring that all relevant information is coordinated and communicated
- Be responsible for ensuring trainee coaches have appropriate support to undertake and complete the requirements of the course; receive and coordinate suitable referrals for coaching and match with trainee coaches, overseeing the completion of course coaching requirements. Plan trainee coach development and report on progress, adjusting input as required
- Periodically develop local policies to aid standards for the service.
- Offer supervision to trainee coaches
- Without direct supervision constantly ensure personal time management, which will enable specific activity to be met for client care.
- As part of the Wellness, Work and Us (WWU) Team, to publicise and promote the benefits of coaching
- Jointly develop systems to process referrals for coaching and allocate to available coaches, and oversee uptake and allocation of referrals
- Support and encourage coaches to provide relevant feedback in terms of quantitative reporting to contribute to the overall Wellness, Work and Us project outcomes
- Apply or co-ordinate effective cross-cultural coaching to meet the Welsh Language Act and / or other cultural needs.
- Assist the WWU Team to meet defined objectives for the service.

#### **Develop opportunities for reflective practice for new leaders/managers**

- In collaboration with the WWU Team, assist in developing systems to support the development of compassionate leaders and managers, either in existing or new roles.
- Assist to evaluate, monitor and produce reports on aspects of service provision through audit to report on the findings with a view to improving the quality of service. E.g. supplying evaluation questionnaires, evaluating clinical care provided and outcomes etc.
- Using specialist knowledge, theory and experience, identify, outline and propose new ways of working across the Division and support in implementing and developing these changes with teams.
- Work collaboratively with leaders and managers in order to involve and engage them to assist the implementation of effective and workable processes and solutions.
- Assist in the identification of client needs through surveys.
- Promote and support new processes and opportunities
- Monitor and evaluate feedback and identify possible barriers to find possible solutions to

embedding new processes.

- Assist in identifying funding sources and processes related to new ways of working

### **Support effective team working**

- Assist in informal resolution meetings as per All Wales Respect and Resolution Policy
- As part of the WWWU Team, work alongside team managers in order to identify how to support the development of teams within MH & LD
- Lead complex team discussions to understand barriers to progress and team wellbeing, assist in identifying sensitive issues and manage these discussions carefully with sensitivity and empathy, gaining the trust of the group and working towards solutions
- Negotiate agreement with groups to support them in representing their views to other health professionals and deliver the information with care and respect.
- Assist teams to identify key issues related to their development and possible barriers/blocks. Support with analysing best options and outcomes through interpretation of complex feedback
- Participate in working towards achieving appropriate corporate awards as necessary for service provision.

### **Communication**

- Periodically provide information and advice to individuals, managers and union representatives etc. with regards to the corporate and professional position of the service.
- Attend regular meetings within the department to assist in the review and development of service provision.
- Assist to advertise & promote service provision periodically to ensure user service.
- In the coaching role, communicate effectively with individuals and teams, at all levels of the Division, regarding complex and sensitive information, including conflict resolution, in order to support teams and individuals to achieve positive working solutions.
- Support with aspects of the Wellness, Work & Us Strategy and service delivery plan and in relation to the Respect & Resolution policy.
- Deliver specialist coaching training.
- Maintain written case notes as agreed with the personal needs of the client(s) to ensure continuity of client care.
- Daily use the computer data base to process key information
- Proficient with personal and professional accountability for accurate entries into electronic databases.
- Collate statistical information as required for service statistics, audit or research.
- Attend regular meetings within the department to assist in the review and develop of service provision.
- Assist to advertise & promote service provision periodically to ensure user service.

### **Personal Development**

- Along with the MHLTD Training and Development Lead, take responsibility for personal developments and education to meet with current professional requirements
- Keep up to date with developments that affect client care to ensure best evidenced based practice for service user needs.
- Ensure that relevant personal requirements are met which include mandatory training.
- Undertake regular training to meet with current and future clinical requirements.

**Miscellaneous**

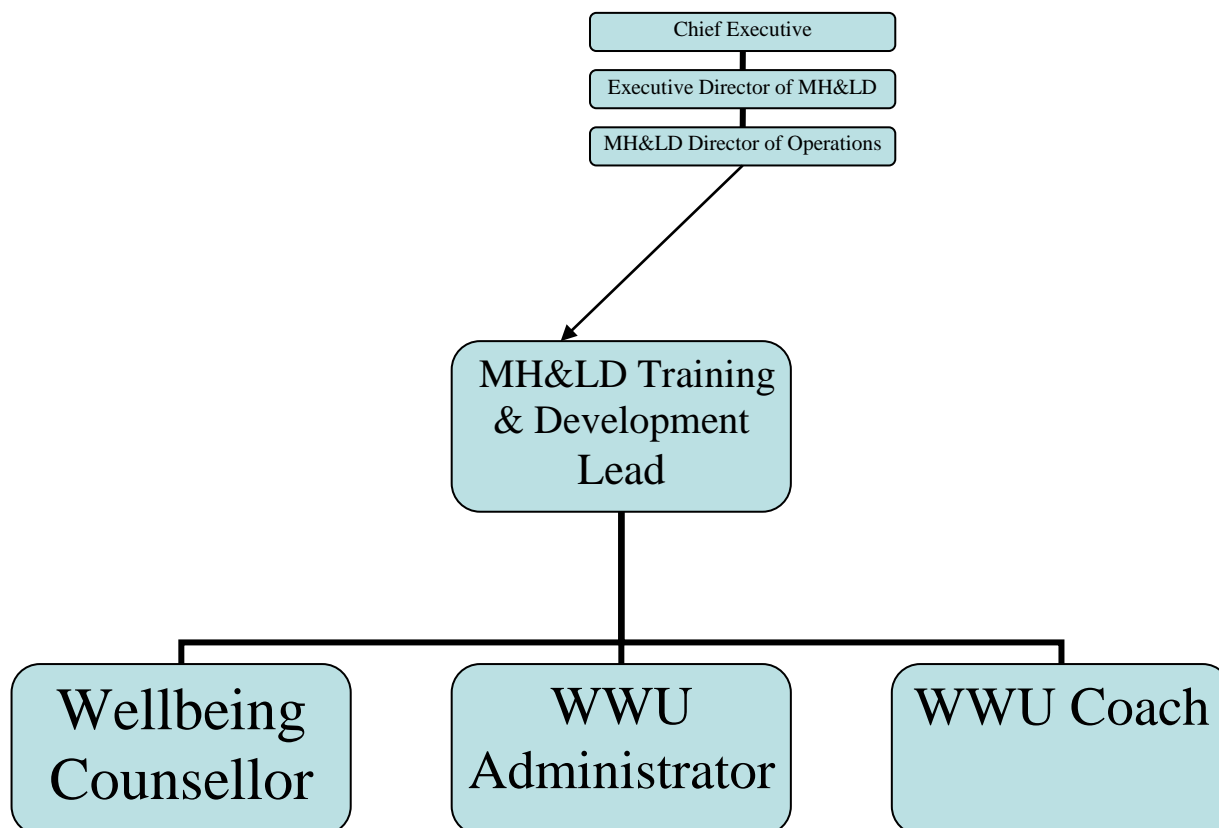
- Support with the availability of personnel in the Staff Wellness Resource Centre in order to provide accessible support to MH & LD staff, on occasion providing responsive emotional support

**APPENDIX 1**

**Organisational Chart**

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.



## GENERAL REQUIREMENTS

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Healthcare Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.  
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

## PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

**NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post. Essential criteria must not state “or willing to work towards” any qualification.**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	Educated to degree level or equivalent Additional Coaching qualification at advanced diploma level (Level 5 with equivalent coaching experience)	Counselling at Level 3 or above Management qualification	Application form and pre employment checks
<b>Experience</b>	Experience of using coaching approaches/frameworks and models or other helping strategies Experience of working as a manager within a team	Experience of working as part of a team  Working with and addressing issues of diversity  Understanding and experience of working within a healthcare organisation and working with staff of all grades.  Experience of feedback and reporting on work activities	Application form and interview
<b>Aptitude and Abilities</b>	Ability to work with a degree of autonomy and to make well-judged clinical decisions on own initiative and within professional codes of practice. Ability to respond effectively to a crisis and to high levels of anxiety. Skilled in active and reflective listening, building trust and rapport quickly. Ability to communicate clearly and	Computer literate in Microsoft office applications and service database Knowledge of systems and structures within the BCUHB	Application Form Interview References

	<p>effectively with individuals and groups of people</p> <p>Ability to provide coaching by phone, virtual or in person.</p> <p>Ability to work as part of a team.</p> <p>A good understanding of basic management theory</p> <p>Legislation in relation to mental health issues</p> <p>Knowledge of range of coaching procedures and techniques</p>		
<b>Values</b>	<p>Kind, reflective and self-aware, and recognises what matters to people</p> <p>Belief in the benefit of compassionate management and leadership</p> <p>Demonstrates openness and integrity</p> <p>Commitment to continuing professional development, to partnership working and to reflective clinical practice.</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
<b>Other</b>	<p>To undertake supervision</p> <p>Ability to travel across geographical region of the health board</p>	<p>Welsh language desirable</p>	<p>Application form and interview</p>

Job Title: \_\_\_\_\_

**Supplementary Job Description Information**

**Physical Skills e.g. Clinical skills (e.g. intubation, venepuncture) or non clinical skills (e.g. high speed accurate typing).**

*Please detail the physical skills required to fulfil the duties of the job. Take into account:*

- *Hand-eye co-ordination such as may be required for audio typing or manipulation of materials/tools*
- *Sensory skills (sight, hearing, touch, taste, smell) such as those required for listening for speech and language defects*
- *Dexterity such as those required for use of fine tools/laying out of instruments, manipulation*
- *Requirements for speed and accuracy such as advanced keyboard use/high speed driving.*
- *Highly developed physical skills as may be required for e.g. performing surgical interventions, suturing, intubation or a range of manual physiotherapy treatments or carrying out endoscopies.*

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Nature of skills required:

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Use of display screen equipment	Daily		
Low level reaching for files cupboards / draws.	Weekly		

## Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Responding to unpredictable workloads.	<b>Daily</b>		
Responding to unpredictable clients to the service	<b>Daily</b>		
Need to meet deadlines. Prepare key information for service reports / review national documents.	<b>Daily</b> <b>Monthly</b>		
Attend team meetings as a representative. Frequent intense In-depth proactive mental attention on patient/client assessment and intervention	<b>Weekly</b> <b>Daily</b>		

## Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Pressure when dealing stressful and complex issues with staff e.g. counselling.	Daily		
Communicating with staff who allege bullying and the alleged bully using advanced level of skill.	Weekly		
Communicating with staff or managers of all levels in training and planning sessions	Daily/Weekly		

## Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Verbally aggressive behaviour of staff accessing the service, due to frustration experienced with their health / personal needs.	<b>Monthly</b>		
The post holder plans their own case / work load and objectives.	<b>Daily</b>		
Guidance and advice given by team leader.	<b>Weekly/Monthly</b>		
Work assessed in personal reviews / audits.	<b>Once / twice a year</b>		

