###### groundwork logo green on whiteC:\Users\hannah.kashman\AppData\Local\Temp\Temp1_SouthwarkLogo.zip\Southwark logo\CMYK with safe area\Southwark_Council_2015_fc_with_safe_area_CMYK.jpgGroundwork London Job Description

Job Title: Wellbeing Coach

**Responsible to:** Open Access Manager/Early Prevention Therapist

Location: Open Access Centre in Peckham and across the London Borough of Southwark as needed

Job Background:

The Open Access Centre is a service delivered by the Groundwork London Trust on behalf of Southwark Council. It will be an open access service leading on early intervention and prevention to improve the mental well-being of children and young people across the London Borough of Southwark.

The programme is a test and learn service that will develop in accordance with the needs and assessed feedback from those using the service. Initially in the first year of service delivery, the Open Access Centre will be available to children and young people aged 13 and over, however as the service develops it will expand to support children and young people aged 0 – 25 and their parents/guardians/carers. It will deliver a whole family approach to support and improve the mental wellbeing of children, young people and their families.

Groundwork Wellbeing Coaches work as part of the Open Access Centre Team and utilise our proven coaching methodology to deliver meaningful interventions to children and young people in need of support for emotional wellbeing and low level mental health concerns, such as low mood, anxiety and stress. Part of the service will require providing comprehensive information, advice and guidance (IAG) to signpost/refer service users to appropriate services should their need be beyond the scope of the Open Access Centre.

The Wellbeing Coach cultivates and maintains relationships with service users, education establishments and community partners while ensuring service delivery needs for children, young people and their families to the highest possible standards.

The Wellbeing Coach works closely alongside children and young people to ensure their needs are at the heart of the service provided.

Main Objectives:

* Provide 1:2:1 support to young people via the Open Access Centre with a range of early help and targeted coaching for young people with a range of needs from the Centre base in Peckham and at other outreach locations around London.
* Work with the Open Access Centre Manager to create a caseloads of clients in order to assist them to improve their outcomes and reduce the number of avoidable referrals to specialist services.
* The Wellbeing Coach plans and delivers group work sessions at the Centre and other outreach locations on a range of topics relating to mental wellbeing.
* Liaise with the in-house Child & Young Person Mental Wellbeing Lead to make in-house referrals if a child or young person in their caseload is in need of more intensive support.
* Provide IAG and referrals to appropriate services for children and young people if their needs are beyond the remit of the Centre.

Key Tasks and Responsibilities:

* Manage a caseload of service users as deemed suitable by the service manager and dependent on level of need and demand.
* Support and empower children, young people and their families to make informed choices about their wellbeing.
* Create a safe, welcoming and friendly atmosphere at the Drop-in as part of the ‘meet, greet and assess’ procedure at the daily drop-in session.
* Deliver 1:2:1 mental wellbeing coaching sessions to a caseload of children and young people at the Drop-in, schools and other appropriate outreach centres. Service users are encouraged to set goals for themselves with the post holder supporting them to achieve the goals through a range of interventions and activities.
* Group work – deliver courses that support mental wellbeing self-management on topics such as self-care, problem solving, anger, anxiety, low mood, stress and worry management at the Drop-in, schools and other appropriate outreach centres.
* Work closely alongside the in-house Child & Young Person Mental Wellbeing Lead to make in-house referrals should a child or young person need more intensive support.
* Develop and maintain a thorough ‘local knowledge’ of the borough and its services and facilities, particularly in relation to mental health issues.
* Active referrals/signposting – work with individuals to identify resources/services to meet their needs should they be beyond the scope of the Centre and support them to access these effectively.
* Where appropriate, work closely with the families of children and young people to help them support their child/young person to manage their mental wellbeing.
* Build and maintain excellent relationships and communication with stakeholders and partners such as schools and community groups.
* Raise the profile of the Centre amongst children and young people from across Southwark through outreach work that engages schools, community groups and social media to encourage children and young people to attend/take part in the offer available.
* Run pop up events across the borough and work in collaboration with children, young people, families and community stakeholders to increase service accessibility.
* Support the local youth offer and work with voluntary, community and other groups to encourage service users to engage with their local community.
* Establish and support a focus group of service users to ensure their needs guide the ongoing development of the service.
* Collect feedback from service users to provide real-time information on service performance that will be used to inform, and, where necessary, improve service delivery.
* Ensure all records are kept in line with noting guidelines and standards
* Collect data using surveys, writing reports and case studies for monitoring and evaluation purposes.
* Adhere to Groundwork London’s policies and procedures on confidentiality, safeguarding and the management and sharing of information.
* Work flexibly on evenings and weekends to ensure full and supportive delivery of the programme.

Other Responsibilities

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director
* Work with due regard for Groundwork’s core values and objectives
* Ensure the effective implementation of and adherence to, the Trust’s Diversity, Equal Opportunities and Health and Safety policies and procedures
* All staff, the Board and volunteers will actively support in their daily operations and duties Groundwork London’s Environmental Management System.

Personal and Professional Development

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

**Feb 2020**

**HR ID:**

**Person Specification**

**Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the Person Specification Criteria for the post.   
(NB: Where items appear which have not been deemed Essential, you should assume they have been considered Desirable).**

| **Position Name: Wellbeing Coach** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Job****Factors** | **Criteria No** | **Person Specification Criteria** | **Ranking** | **Criteria to be tested by the following documents and/or activities** | | | | | |
| **E = Essential**  **D = Desirable** | **Application Form** | **Interview** | **Presentation** | **Practical Exercise Test** | **Work Simulation Test** | **Certificates or Qualifications** |
| **Qualifications and Experience** | **1** | Wellbeing practitioner qualification or equivalent or qualifications in a similar field. | **E** | **✓** |  |  |  |  | **✓** |
|  | **2** | Minimum of 2 years’ experience offering support, advice, guidance and a range of interventions to achieve outcomes for targeted young people with various needs in a range of 1:2:1 and group settings | **D** | **✓** | **✓** |  |  |  |  |
| **3** | Demonstrate awareness and/or skills in a range of low-intensity psychological treatments e.g., solution-focused therapy. This may include guided self-help (psycho-education) and/or computerised interventions. | **E** | **✓** | **✓** |  |  |  |  |
| **4** | Experience of IAG delivery | **D** | **✓** | **✓** |  |  |  |  |
| Competencies | **5** | Knowledge and understanding of the barriers and challenges facing children and young people seeking support for their mental wellbeing | **E** | **✓** | **✓** |  |  |  |  |
| **6** | Ability to form close and effective relationships with children, young people and their families from a wide range of backgrounds | **E** | **✓** | **✓** |  |  |  |  |
| **7** | Ability to develop young people, broaden horizons and support them to take advantage of opportunities whilst overcoming barriers | **E** | **✓** | **✓** |  |  |  |  |
| **8** | Ability to undertake individual assessments and design action plans in collaboration with service users | **D** | **✓** | **✓** |  |  |  |  |
|  | Experience of working collaboratively and collecting feedback from children and young people to shape service delivery | **D** | **✓** | **✓** |  |  |  |  |
| **9** | Working knowledge of Safeguarding, the ability to follow procedure and development of a culture of safe practice | **E** | **✓** | **✓** |  |  |  |  |
| **10** | Ability to plan and manage a complex work programme, prioritise tasks and deliver results on time and within budget | **E** | **✓** | **✓** |  |  |  |  |
| **11** | Ability to use MS office, Word, Excel and Email | **E** | **✓** |  |  |  |  |  |
| **12** | Ability to keep accurate records including service user development logs and use data recorded for evaluation and monitoring | **E** |  | **✓** |  |  |  |  |
| **13** | Willingness to be flexible in work patterns and to fulfil regular evening and weekend duties | **E** | **✓** |  |  |  |  |  |
| **14** | Commitment to Equality & Diversity and Equal Opportunity | **E** |  | **✓** |  |  |  |  |

**Appointment to this role is subject to an enhanced Criminal Records check through the Disclosure and Barring Service (DBS).**