Job Description

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| **Post** | **Work Well Coach** |
| **Location** | **Based in our Cambridge office with hybrid working option and travel across South and East Cambridgeshire.** |
| **Line Manager** | **Work Well Team Lead** |
| **Hours** | **37.5 hours per week. Monday – Friday,**  **Four Days 9am – 5pm and 1 One Day 11am – 7pm** |
| **Contract** | **Fixed term contract until 31st March 2026** |
| **Salary** | **£27,113.00 per annum**  **Salary Scale Point 15 April 2025** |
| **Main Objective** | The Work Well Coach is responsible for providing personalised support and guidance to individuals with disabilities or health barriers, helping them to enter, return to, or stay in employment.  The role involves assessing individual needs through a ‘What Matters to You’ conversation, developing personalised Back to Work or Thrive at Work action plans, providing supporting as they move toward their goals.  Liaising with employers and stakeholders to facilitate successful employment outcomes. Work Well Coaches may attend multi agency meetings with or on behalf of individuals. |

**Vision**

Our vision is a society in which everyone has positive mental health and feels part of a connected community.

**Mission**

Our mission is to:

* support those with poor mental health to live well, whatever that means for them
* enable people to maintain positive mental health, especially those who are going through tough times
* inspire connections and eliminate stigma within our communities for the benefit of everyone’s mental health

**Values**

Our values are central to everything we do. They define us as an organisation.

* Respect
* Empowerment
* Inclusivity
* Integrity
* Courage
* Compassion

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| **Specific Duties and Responsibilities** |

Assessment and Engagement:

* Conduct a comprehensive person-centred assessment to understand the individuals health conditions, skills, experiences, and employment goals, using a ‘What Matters’ to You conversation.
* Develop personalized Back to Work or Thrive at Work plan to address specific barriers and outline clear steps toward gaining or maintaining employment.

Personalised Coaching and Support:

* Provide one to one coaching (face to face/phone/virtual) to help individuals build confidence, enhance their skills and prepare for employment.
* Offer ongoing support and motivation, adapting strategies as necessary to meet the individual’s evolving needs.

Onward Referral:

* Identify and connect individuals to suitable employment support organisations to support with training, skills development, and job opportunities that align with the individual’s abilities and aspirations.
* Liaise with employers and employment support organisations to facilitate reasonable adjustments, ensuring that workplace support is in place.
* Refer to, and support engagement with VCSE organisations providing individuals with opportunities to develop skills and confidence.

Employer Liaison:

* Build and maintain relationships with local employers, advocating for the hiring of individuals with disabilities or health barriers.
* Provide employers with guidance on creating inclusive workplaces and making reasonable adjustments.

Multi-Disciplinary Working:

* Work closely with health and care providers and other support services to coordinate comprehensive support for individuals, attending and contributing to multi-disciplinary meetings.

Monitoring and Evaluation:

* Track individuals progress toward goals, maintaining accurate and up to date records.
* Evaluate the effectiveness of personalized plans and interventions, making adjustments to improve outcomes.

Compliance and Best Practice:

* Stay informed about relevant legislation, policies, and best practice related to disability employment and the workplace.
* Ensure all activities comply with legal and organizational standards.
* Attending team debriefs, meetings and training.

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| **General Responsibilities** |
| **Equality**   * Promote the equality, diversity and rights of others by ensuring people are respected and valued as individuals. * Ensure equal access to services, that people are treated with dignity and without discrimination. |
| **Quality**   * Work within all CPSL Mind’s policies and procedures at all times, with specific reference to the Safeguarding policies. * Maintain quality assurance systems within CPSL Mind. * Monitor compliance with quality systems including Mind Quality Standards. * Have due regard for health and safety and security in the workplace and contribute to raising awareness. |
| **Services**   * Maintain a strength-based service which recognises and celebrates the talents and abilities of the individuals accessing the service. * Maximise the potential for genuine co-production of service delivery wherever possible * Take a dynamic approach to risk assessment and mitigation. * Work collaboratively with individuals and other services as necessary in situations where an individual feels unsafe and escalate as appropriate. |
| **People**   * Create productive working relationships within CPSL Mind and with partner agencies. * Identify individual and team development needs to continually improve performance and knowledge. * Develop personal skills to improve performance and knowledge. |
| **Performance**   * Actively participate in all training relevant to the delivery of this role. * Participate in regular line management one to ones, clinical supervision and annual appraisals |
| **Resources**   * Ensure that equipment and materials are available to achieve service outcomes. * Pro-actively manage limited resources. |
| **Information**   * To keep up to date notes and records in relation to support and activities provided and input into our database in a timely way. * To provide to the Head of Services and Senior Management Team in a timely way data, stories and other evidence for service impact reports. * Manage all data in accordance with the provisions of all current Data Protection legislation. |

**This post is subject to satisfactory enhanced DBS clearance.**

**Person Specification**

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| **Competency** | **Essential** | **Desirable** |
| **Empathy and Understanding:** ability to connect with people with empathy, and understanding in relation to their unique challenges and needs. | P |  |
| **Communication:** Strong verbal and written communications skills, with the ability to clearly articulate ideas and instructions. | P |  |
| **Problem Solving:** Proactive approach to identifying solutions and overcoming barriers to employment. | P |  |
| **Organisational Skills:** Excellent organisational and time management skills, with ability to manage a caseload effectively. | P |  |
| **Adaptability:** Flexibility to adapt strategies and approaches based on individual needs and circumstances. | P |  |
| **Collaboration:** Ability to work collaboratively with a diverse range or stakeholders, including individuals, employers and healthcare providers. | P |  |
| **Qualification:** Mathematics and English (Minimum GCSE level 4 or equivalent) | P |  |
| **Experience** of a personalise approach, coaching or motivational interviewing methodologies |  | P |
| **Understanding** of employment legislation and welfare/benefits |  | P |
| **Understanding** of risk management and protection of vulnerable adults. |  | P |
| Access to own transport |  | P |

**This post is subject to satisfactory enhanced DBS clearance.**

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| Post Holders Signature  Print Name |  | Date: |  |
| Line Managers Signature  Print Name |  | Date: |  |