



## My Options: Young People's Service

# Casual Skills Coach

Grade: **Scale 2**

Hourly Rate: **£12.45 (£13.94 inc holiday pay)**

Hours: **Various**

Contract: **Casual Contract (see also Contracted Skills Coach vacancy)**

## Job Description

### Job Purpose

- Skills Coaches plays a key role in the delivery of personalised support focusing on developing independence and raising aspirations for young people with care and support needs.
- Skills Coaches will deliver support that is creative and provides young people with opportunities to be a part and play an active role in their local communities by supporting a wide range of opportunities.
- The post holder will be required to actively support people using the service, in a personalised way to achieve planned personal objectives, by using the young person's individual interests, to maximise independence, promote good health, well-being and community involvement.
- The service forms part of Telford & Wrekin Council's My Options Activity Wellbeing and Care Services some of which are regulated by the Care Quality commission, therefore require a high level of accountability.

### Major Tasks

- To ensure a personalised approach to support which focuses on the strengths of the young person, their families/carers and their existing networks.
- To be responsive to the young person's needs as detailed within the framework of their personal outcome plan, working creatively and flexibly to respond to any changing needs
- To support the wellbeing of young people using the My Options Service by supporting personal care, health and wellbeing, domestic and household tasks, skills for learning and work, as detailed in the young persons personalised outcome plan.
- To actively support young people to achieve agreed personalised goals for independence, gaining new skills and encourage new experiences, promoting confidence and community engagement.
- As a Skills Coach you will actively contribute to the planning, implementation and review of the young persons personalised outcome plan advocating for the young person to get the best out of the support they receive, supporting discussions around risk, support and future aspirations.
- To Compliment the academic support that a young person maybe receiving linked to their education, health and care plan (EHCP).
- To deliver good quality, safe working practices and proactively contribute to the internal and external quality assurance process of the service, in accordance with standards and regulations e.g. Care Quality Commission (CQC)
- To liaise with the Skills Coach Co-ordinator / Service Leader at the beginning and end of each shift to relay any changes, and receive information regarding the young person and/or service delivery.

- To report back to the Service Leader/Skills Coach Co-ordinator any concerns, changes or progress in the young person's circumstance and record these changes appropriately.
- To communicate effectively using verbal and non-verbal skills
- Record information to required standards, reporting all incidents in line with service and Councils policies and procedures e.g. Health and Safety.
- Attend and contribute to team meetings as required.
- Have a flexible approach to work commitments in order to meet the changing needs of the service
- Undertake any other duties commensurate with grade and status of post.
- Raise any issues in regards to safeguarding concerns which impact on the young person, their family/carers and/or the service.

### **Contacts & Relationships**

- Create and maintain professional relationships with young people using the service and/or family carers.
- Work alongside My Options staff, volunteers, social care and other professionals, internal/external providers and community organisations.
- Skills Coach Co-ordinator, Service Leader for advice, guidance and assignment of duties.
- Colleagues within Young People's Services, and across My Options, to share best practice, skills and knowledge
- Actively support other My Options Staff

### **Creativity**

- The post holder will work within a strength based framework which promotes the young person's independence. They will support outcomes in a young person's education, health and care plan (EHCP).
- The post holder will offer and implement creative, aspirational support which supports a strength based approach and promotes independence at all levels.
- As a Skills Coach you will support young people to see their progression, their achievements and believe in their ability to be independent. They will support young people to explore opportunities outside adult social care which are inclusive to people with disabilities/additional needs.
- Promote the use of assistive technology to meet support needs, promote further independence and reduce support when applicable. Liaise with colleagues from the Independent Living Centre to ensure all assistive technology solutions are explored.
- Actively promote Health, Wellbeing and Community engagement as detailed in the young person's personalised outcome plan, this will involve working with internal and external colleagues and community groups to increase knowledge, participation and opportunities.

- To actively engage in the training provided and apply that knowledge to improve the service that the post holder is providing.

### **Decisions**

- To make routine decisions in conjunction with the young people using the service in line with their personalised outcome plans and service requirements
- To make routine decisions on a day to day basis in line with pre-determined procedures and guidance that have been agreed by senior staff.
- To contribute ideas to the Senior/Service Leader/Group Manager where appropriate to improve services
- To seek guidance from the Skills Coach Co-ordinator or Service Leader to reduce any new or unforeseen risk to the young person being supported, colleagues or the general public
- Be able to work alone where required and seek support and guidance in accordance with team procedures and guidance.

### **Management & Supervision**

- The post holder will have no line management responsibility.

### **Supervision Received**

- The post holder will receive regular support and 4 weekly supervision and an annual APPD in line with the Councils framework.
- Attend team meetings, communication sessions, team/service briefings to receive key messages about customers, quality assurance and best practice, The My Options Services and the wider Council.
- The post holder's duties will be carried out under the direction of senior staff and the Service Leader.
- The post holder's practice will also be informed by Care Standards, CQC policy and procedure, Health and Social Care Professionals.

### **Complexity**

- Contributes to the delivery of best quality, performance and compliance in all areas of the registered/non registered services.
- Provide excellent personalised independence building and support to young people including those with complex needs and/or communication need that can display behaviours of concern.
- Actively contribute and work with other professionals when developing/completing personalised outcome plans and/or support plans, re-assessments/reviews and future planning discussions for young people using the services.
- To assist young people with medication at the agreed level of support as detailed in an individual's medication plan. Ensuring that all medication is administered and recorded as prescribed in line with medication policy, seeking appropriate advice and guidance as needed.

- Establish and maintain effective working relationships with all staff within the My Options Services, related professionals, support services and community organisations.
- Establish and maintain an effective working relationship with the young people being supported, and their families and carers, maintaining professional boundaries at all times.
- Develop an understanding and awareness of issues related to equal opportunities, anti-discriminatory practice respect and dignity, demonstrate this within work practice.
- Work flexibly within the services, ensuring resources are used both efficiently and effectively to provide best quality and efficiency
- Engage in agreed workforce development and training opportunities.
- Where required contribute to all internal and external quality monitoring inspections including those undertaken by regulating bodies such as the Care Quality Commission
- To ensure awareness of current information relating to customers, health and safety information and other information relating to the service, this will include making written records of work carried out and observations made.
- To develop and maintain appropriate communication skills to support the young people accessing the service, which may include Makaton, PECS, POR and communication aids.

## Resources

- Whilst supporting people using the service the Skills Coach will support and promote independence, supporting young people using equipment, for example; hoists, communication aids, cleaning products, arts craft materials, machinery as detailed in and individuals support plan and risk assessments.
- Take responsibility for the safe handling equipment checks and appropriate use of all equipment and resources belonging to the young person and/or the My Options services such as personal care equipment and resources, tools, vehicles, ICT equipment.
- The post holder may be required to drive either customer or hired/leased/fleet vehicles and will be responsible for completing records and undertaking standard vehicle checks, i.e. tyre pressure, water, oil levels to ensure vehicle is fully equipped for operation
- To maximise the use of community networks, resources and facilities to support a young person to use, this may include providing introductory sessions before withdrawing support, if appropriate.
- To exercise confidentiality, being responsible for the appropriate recording and processing of personal and sensitive information relating to young people using the service, in line with T & W data protection policy.
- Responsible for ensuring the safe keeping of customers personal possessions including; medication, equipment, money and documents, as identified in individuals care and personal outcome plans.
- Support individuals with their finances where necessary, in line with policy guidelines.

### Impact

- The post holder is a first point of contact for young people, family carers, partner agencies and members of the public.
- To have responsibility of safeguarding and promoting the welfare of vulnerable adults and young people using the service.
- To provide practical assistance and emotional support to young people using the service as detailed within their care and personal outcome plans, to encourage independence building, participation and physical and emotional well-being.
- To ensure the delivery of high quality, care and independence building support, in line with a young persons agreed personal outcome plan/support plan.
- Demonstrate a positive and professional personal profile at all times to ensure excellent reputation of the service
- To comply with safe systems of work in accordance with best care and regulatory standards, Health and Safety, Safeguarding, administration of medication and other Policies and Procedures as identified as being relevant to the Skills Coach role.

### Physical Demands

- The role may involve standing and or walking for large percentage of a shift, this can be undertaken in a wide range of indoor and outdoor environments.
- The post holder will provide moving and handling support including, when required physical intervention as detailed in the young person's personal outcome plan/support plan.
- Providing manual handling support to for young people who may have mobility needs. This will include bending, stretching and kneeling, using equipment such as walking frames, pushing wheel chairs, securing wheelchairs in vehicles and hoists.
- Supporting and facilitating engagement of wide range of independent living and community well-being, leisure and work based activities such as, cooking, personal care, domestic tasks, gardening, arts, craft, walking , cycling, swimming, hydrotherapy horse riding, sailing
- The Skills Coach may be required to drive vehicles as part of their role.
- Working across the My Options services as required.

### Working Environment

- The Skill Coaches will support young people using the service in a number of environments, this may include lone working both in the young person's home and in wider outdoor /indoor community environments.
- Provide support with all aspects of personal care to young people using the service as detailed in their personal outcome plan, this may include bathing, dressing, support with meals, domestic tasks etc
- The post holder will be required to handle prescribed medication, accurately recording information in line with a customer's individual care and support plan and medication policies and procedures.

- Some of the customers using the service may present with verbal and physical behaviours that may challenge.
- The Skills Coach may be required to be office based, utilising ICT equipment in order to complete records, keep up to date in relation to the My Options services, the wider council and undertake 'e learning'.

### Emotional Context

- The role involves both short and long term delivery of personalised support promoting independence for young people, at times decisions made as part of the individuals agreed personalised outcome plan may impact on the young person's physical and emotional wellbeing and therefore place strain on post holder.
- The nature of the Skills Coach role may at times involve contact with upsetting or distressing information in relation to the young people using the service

### Other

- The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.
- Ability to meet the travel requirements of the post
- Willingness to work flexibly across the My Options Services as and when required
- The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.
- The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

## Person Specification

Criteria	Standard
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Possession of a level 2 NVQ or QCF relevant Care and Support qualification or willingness/ ability to complete The Care Certificate.</li> <li>• Good standard of literacy and numeracy.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of providing person centred care and support to individuals of any age and/or abilities in a variety of settings</li> <li>• Demonstrate aptitude and awareness to support young people with a wide range of care and support needs including those with profound and multiple learning disabilities, complex care needs and/or behaviour that may challenge services</li> <li>• Experience of working within regulated care and support services.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Health and Safety and Risk Awareness</li> <li>• Understanding of the needs of vulnerable people</li> <li>• Understanding of personalised Care/Support planning and Person centred care</li> <li>• Understanding the importance of quality standards</li> <li>• Principles of Safeguarding (protection of vulnerable adults and children)</li> <li>• Understanding of moving and handling and risk assessment.</li> <li>• Understanding the role of regulating bodies such as the Care Quality Commission (CQC)</li> <li>• Understanding the personalisation agenda for children and adults</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work with young people using services individually or in small groups to achieve personal objectives which look to maximise independence, wellbeing choice and community involvement.</li> <li>• Ability to deliver practical aspects of personalised support, including the delivery of individual or group support.</li> <li>• Ability to work safely and competently both individually and as part of a team.</li> <li>• Ability to support young people with all elements of their physical health needs, this may include pushing wheelchairs, using hoists, and where appropriate the use of MAPA techniques.</li> <li>• Ability to develop an understanding of professional conduct and a commitment to work within the guidelines of appropriate regulatory body. E.g. CQC</li> <li>• Ability to work to instructions, objectives and plans</li> <li>• Ability to cope in a crisis and seek support when necessary</li> <li>• Demonstrate good ICT skills</li> <li>• Demonstrate written and verbal communication skills sufficient to engage with young people, and colleagues as well as contribute to required record keeping systems and processes</li> <li>• Ability to maximise efficient and effective use of resources.</li> <li>• Ability to drive mobility cars, establishment or other vehicles –only if required for the post and discussed with your manager.</li> <li>• Have a flexible approach to work commitments in order to meet the changing needs of the service.</li> <li>• The ability to drive and have a valid, clean driving licence, is desirable</li> </ul>
<b>Personal style &amp; behaviours</b>	<ul style="list-style-type: none"> <li>• As a council employee you will be supported and expected to demonstrate the Council's Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages</li> <li>• Demonstrate an excellent value base and commitment to person centred care, enabling vulnerable people to maximise independence and choice.</li> <li>• Actively advocate for young people to create opportunities for them in their local communities</li> <li>• Treat people with empathy and kindness</li> <li>• Support young people to access opportunities that are available to all</li> </ul>



	<ul style="list-style-type: none"> <li>• Ability to prioritise workload manage and resolve conflict, seeking appropriate support when needed.</li> <li>• Excellent interpersonal skills, treating people with dignity and respect.</li> <li>• Promotes diversity and equality of opportunity for young people.</li> <li>• Ability to work in a confidential manner.</li> <li>• Demonstrates a knowledge and commitment to Safeguarding.</li> <li>• Be accountable for and committed to the delivery of high standards of work</li> <li>• Demonstrate a commitment to personal development and willingness to attend training and development events.</li> <li>• Commitment to the Values and ethos of the Cooperative Council.</li> <li>• This post has a requirement of an enhanced DBS check</li> </ul>
<b>Fluency Duty</b>	<ul style="list-style-type: none"> <li>• The ability to communicate clearly with those people using the service, to adapt communication to ensure it is meaningful to the person receiving the service, to their family carers and wider colleagues and agencies is essential for the post</li> <li>• This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</li> </ul>
<b>Political Restrictions</b>	<ul style="list-style-type: none"> <li>• This post is not politically restricted</li> </ul>

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	Yes
Working with Adults - Regulated Activity	Yes
Working with Children - Regulated Activity	Yes

Information on types of criminal records checks is available at:  
<https://www.gov.uk/disclosure-barring-service-check>