

Job Title:	Children's Emotional Health and Wellbeing Coach
Reports to (job title):	
Line Manager to:	N/A

Job purpose

The Wiltshire Children and Young People's Emotional Wellbeing Service is underpinned by the Thrive Framework.

The Wiltshire Children and Young People's Emotional Wellbeing service will offer timely and flexible support for children, young people and their families with professionals thinking holistically about the needs of the child or young person rather than focusing on a diagnosis. Our aim is to build resilience in children, young people, their families/carers and professionals and to be informed about support available, the choices they have, empowering them to understand what they can do to help themselves and how to support future mental health needs.

The post holder will work as part of a multidisciplinary team, they will be responsible for providing targeted outcomes-focused help to address specific emotional health issues.

The Wellbeing Coach will use a solution focused methodology and decider skills to provide a personalised coaching programme of advice and support incorporating social prescribing with a specific focus on the 5 Ways to Wellbeing.

1. Connecting with other people
2. Being physically active
3. Learning new skills
4. Giving to others
5. Paying attention to the present moment (mindfulness)

The Wellbeing Coach will work across the local system with and for, the family and the children and young people, to prevent escalation of need.

The job includes:

- Employing a solution focused coaching methodology alongside decider skills to support children, young people and their families to develop positive coping strategies
- Using social prescribing to help enable children and young people to adopt the 5-ways to wellbeing as a mechanism to both manage and improve their own wellbeing / personal resilience
- Deliver therapeutic Evidence Based interventions to support young people to develop their own solutions, led by their needs, wants and aspirations
- To actively participate in the gathering of service user, family/carers and other stakeholder's feedback
- Follow-up parents / children / young people who default appointments

Key responsibilities

- To hold a defined caseload of service users which is supervised and monitored by an Emotional Wellbeing Practitioner/Team Leader
- Working individually with service users to design and develop individualised, collaborative wellbeing plans to address their individual needs, under the supervision of the Emotional Wellbeing Practitioner/Team Leader
- Empower Service Users to work through their Wellbeing plan, using structured interventions and motivational communication methods
- Review service user progression and adjust Wellbeing Plans in conjunction with the service user as required to meet their targets and goals
- Engage and work with local organisations to ensure that services required by users are in place and effective
- Undertake and contribute to clinical risk assessment and management for self, service user/carer and other team members, ensuring all appropriate procedures are adhered to
- Facilitate links with specialist services as required
- To attend MDT and other clinical meetings as needed
- To support young people with the process of transition into adult services
- Work in close partnership with the Partnership Liaison Officers to ensure that local organisation relationships are developed and maintained
- To engage in practice development and continuous improvement opportunities

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on DATIX or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Level 3 Certificate in Work with Parents/Level 3 Diploma for the Children and Young People's Workforce / Advanced diploma in counselling / Foundation degree/HND in family support work or equivalent experience
- Skills required to communicate with parents / carers and external agencies and to provide pastoral support and advice to children and young people
- Empathy and sensitivity are required
- Trained in Solution Focused Therapy or equivalent therapies or willing to complete
- Trained and experienced in delivering at least one evidence-based manualised, therapeutic intervention- e.g:
 - Level 3 Certificate in Work with Parents
 - Level 3 Diploma for the Children and Young People's Workforce / Advanced diploma in counselling / Foundation degree/HND in family support work
 - Mindfulness
 - Dinosaur School
 - Incredible Years
 - FLASH
 - Go-Girls
 - Why Try
 - Decider Skills

Other requirements

- Driving License and access to vehicle for work purposes

Desirable

- Degree or foundation degree in social work, childhood studies or working with families and children
- Undertaking and working towards an undergraduate, post graduate degree/diploma/MSC in psychology/psychological therapies/counselling or other studies accredited by BPS

Job Description

Employee signature

Manager signature
