

Coaching and Referrals Coordinator

Department:	Coaching and Referrals	Reports to:	Director of Service Delivery and Development
Employment term	Full Time/Perm, 35 hours per week 9am to 4.30pm Monday to Friday (8 weeks' notice period)	Salary:	£26,895 per annum
Position based in	Manzil Way, Oxford , OX4 1YH	Benefits	Employee Assistance Programme, Pensions, 25 days plus bank holidays (Increases to 30 with increasing years of service), 4 weeks' optional unpaid sabbatical after five years' service and more.
Responsibilities	4 staff at 3.2 FTE Employment Coaches 0.8 FTE Referrals coordinator Volunteers		

Job Summary

To hold responsibility for the day-to-day running of the Coaching and Referrals service at Restore, working alongside and leading staff and volunteers to deliver a high quality and effective service that achieves positive outcomes for participants.

Working collaboratively with the Director of Service Delivery and Development, you will have a key focus on continuous professional development and service improvement, leading on designing and implementing coaching and referrals service reviews, identifying ways to develop our service offer through effective needs assessment and strategic planning.

Service Overview - Employment and Recovery Coaching

Restore provides **Recovery Groups** and a **Coaching Service**. Restore's coaching activities focus on supporting people who have experienced challenges in their mental health to gain and retain paid work.

The Coaching Coordinator is responsible for the development and delivery of high quality and effective Employment and Recovery Coaching services for Restore, delivered by both staff and volunteers in a variety of locations.

Coaches work within Recovery Groups and also have community clients. In addition, under the direction of the Coaching Coordinator and through the Opportunities Project, a team of trained volunteers deliver an employment linked advice and information service to in-patients on the general admission wards at Littlemore and Warneford Hospitals and to Forensic wards at Littlemore.

Duties and Responsibilities

Service user support

- To enable people experiencing mental health challenges to gain paid employment, volunteering opportunities, or move back into education or training. The service also supports people to retain current employment.

- To coordinate the work of the Coaching team to ensure timely and accessible delivery across Restore recovery services and via independent referrals.
- To support the Referrals Coordinator in effectively managing enquiries from the point of submission onwards, ensuring a professional, expedient, knowledgeable and empathetic response to all enquiries.
- To support the Referrals Coordinator to ensure a highly effective assessment process for potential recovery service members and coaching clients including warm signposting to other services.

Leadership and line management

- Provide high quality support, training, supervision and appraisals for all coaching staff, volunteers, and the Referrals Coordinator.
- Provide leadership using a coaching style which enables growth for each member of the team.
- Using learning opportunities and reflective practice to contribute to the team's continuous professional development.
- To lead on the management of more complex cases within the Coaching team.
- Ensure that the working practices of the coaching team and Referrals Coordinator are safe, effective and monitored, working with the Director of Service Development and Delivery to develop robust quality assurance procedures.
- To participate in regular supervision with the Director of Service Development and Delivery, cross service recovery group meetings and all staff meetings.
- Lead on the development of positive working relationships with external agencies and prospective partners including members of the Oxfordshire Mental Health Partnership and NHS Keystone Hubs, identifying and progressing opportunities to work together.

General Responsibilities

- Develop and maintain appropriate monitoring and data capture, ensuring compliance with our contractual obligations and GDPR requirements.
- Provide written reports about the work of the coaching service, as required, to a variety of audiences including members of the Executive team and funders.
- Liaise with mental health professionals and partner organisations, attending meetings as and when required.
- Assist in the preparation of bids and tenders for services.
- To contribute to internal and external communications about the work of the Coaching team and Referrals Coordinator.
- To undertake any other duties as may be required by Restore.
- To oversee the effective delivery and growth of the Opportunities Project (Acute ward visits).

Essential and Desirable Criteria

Qualifications and Experience	Rating
Experience of managing a staff team and / or a team of volunteers	Essential
Good reporting and IT Skills in Word, Excel and Database	Essential
Qualified to Level C GCSE in Maths and English or equivalent	Essential
Experience of working with people with mental health problems and/or multiple and complex needs	Essential
Able to participate in reflective learning to promote personal and professional	Essential

development	
Experience of coaching and the ability to develop this skill in others through supervision of practice.	Essential

Knowledge	Rating
An awareness and understanding of the potential for change, development, hope and recovery in the context of experiencing a mental health problem	Essential
An awareness and understanding of the impact of mental health stigma and discrimination on individuals with lived experience.	Essential
Have an awareness and understanding of the process of referrals and assessments	Essential
An understanding of performance management in order to ensure the delivery of a quality service.	Essential

Skills and abilities	Rating
An ability to work on your own initiative, to priorities, organise work, set and meet deadlines.	Essential
Excellent communication skills (written and oral)	Essential
Proven ability to form effective, positive and motivational relationships.	Essential
Ability to assess information quickly and make sound judgments.	Essential
Ability to keep accurate and up to date records and support others to do so	Essential
To recognise and value all aspects of diversity and an understanding of the importance of Equality, Diversity, Equity and Inclusion.	Essential

Attitude and behaviours

Recovery

You understand mental health recovery as a journey defined by the individual, which focuses on achieving personal control and purposefulness through a process of pursuing aspirations and reclaiming a fulfilling role in their community and wider society.

Empowerment

You empower staff by consulting, listening, and taking action.

You take a person centred approach to line management, valuing and responding to different life experiences, knowledge, and working styles.

You are committed to enabling and empowering people in their mental health recovery journey to manage their own mental health and wellbeing, supporting them to realise their potential.

Support

You prioritise supervision, learning and development and coproduce objectives with each member of your team.

You are responsive when things go less well and are solution focussed.



You take a restorative approach to tackling problems.
You understand the value and importance of continuous professional development.

Hope

You have a positive attitude and motivate your team through your commitment to Restore's mission, enabling them to understand the valuable part they play in achieving our overarching aims.

Respect

You understand the challenges faced by those of us experiencing a mental health problem and are committed to challenging the stigma and discrimination that persists about mental health.

About Restore

Restore works across Oxfordshire with people who have severe and enduring mental health difficulties. We know that everyone has talents and abilities, and the capacity to make a valuable contribution to the community. We believe that people with mental health difficulties have the right to work, the right to the support they need to gain employment and lead fulfilling lives. We also believe that the stigma associated with mental health difficulties damages the whole community and in all we do, we work to challenge this discrimination.

Restore provides **Recovery Groups** and a **Coaching Service**. Coaching provides one to one support enabling members (service users) to achieve their aims. Restore's coaching activities focus on supporting people to achieve paid work, to start volunteering or start or return to education. Coaches are embedded within Recovery Groups.

Restore has six sites in Oxfordshire (four in Oxford, one in Dicot and one in Banbury), plus two sub-contracted sites (in West and South Oxfordshire). Restore also leads on the delivery of the Oxfordshire Recovery College, an innovative shared learning environment for people with mental illness, their families, carers and professionals.

Restore also offers **Mental Health First Aid** training and **Working With Mental Health** courses, the former aimed at both individuals and organisations and the latter specifically at the corporate sector.

Find out more at www.restore.org.uk

Supplementary Information:

DBS Check:

Any offer of employment is subject to a satisfactory Criminal Records Bureau check.
A criminal record is not necessarily a bar to employment.

This job description is likely to change over time, subject to discussion with the post holder, and in line with the expectation of funders and the strategy for the organisation agreed by the Chief Executive and Trustees.