



Job Description

Post: Skills Coach – General (Fixed Term – 2 Years)

Base Location: Action Mental Health, Enniskillen

Responsible to: Service Manager

Accountable to: Director of Operations

Role: The overall purpose of the post is to support the recovery of individuals with mental ill health through the effective planning and delivery of accredited employability and personal development programmes which will meet their individual needs and prepare them for progression towards further education, training or employment.

The post holder will be required to provide accredited training in the following areas:

- Employability
- Personal Development

Key Result Areas:

- Training Delivery, Assessment and Review
- Supporting Client Development
- Quality Assuring Service Delivery
- Health and Safety
- Personal Training, Development and Practice
- Operational Targets

Key Result Area 1: Training Delivery, Assessment and Review

- To deliver structured and comprehensive training that:
 - Meets the appropriate accredited standard
 - Adheres to Company Guidelines and Procedures
 - Is appropriate to the needs of individual clients.
- To provide regular assessment and review of the above programmes.

Key Result Area 2: Supporting Client Development

- To facilitate the introduction of new clients to the service by taking an active role in initial visits and Action Mental Health's induction and assessment programme
- To provide key worker support to all clients as identified via a key worker list.
- As part of the key worker role to undertake ongoing assessment and review of individual client needs and where appropriate attend external review meetings.
- As part of the client training and development process to:
 - Ensure that action plans are drawn up that adequately reflect the individual client's training needs
 - Ensure that action plans are reviewed on a regular basis and that all action points are implemented by agreed dates
 - Be proactive in implementing the Action Mental Health client exit strategy policy

Key Result Area 3: Quality Assuring Service Delivery

- To ensure that all client information is maintained and held in accordance with Action Mental Health policies and procedures
- To satisfy all contractual requirements as directed by stakeholders and funding bodies in relation to service delivery
- To ensure adherence to the organisation's policy on the Management and Handling of Client Complaints
- To ensure adherence to relevant organisational and legislative requirements.
- To support quality improvement systems including Investors in People and Customer Service Excellence (CSE) as appropriate.

Key Result Area 4: Health & Safety

- To ensure that all aspects of legislative and organisational Health & Safety standards and requirements are maintained
- To ensure that, where any risk has been identified in relation to new or existing clients, a full risk assessment is carried out and appropriate follow up action is taken.

Key Result Area 5: Personal Training, Development and Practice

- To take part in the performance management process and training as identified through Action Mental Health's Staff Learning and Development Processes
- To take personal responsibility for continuing personal and professional development and maintain a current continuing professional development portfolio.
- To adhere to Action Mental Health's set of Core Values and Corporate Behaviours

Key Result Area 6: Operational Targets

Support the realisation of annual operational targets in respect of:

- Client occupancy and attendance
- Training and development outcomes
- Positive outcomes for leavers
- Income generation, where appropriate

In addition to the above duties the post holder will be expected to be flexible in discharging these and any other additional tasks as may be reasonably assigned according to the changing priorities of the service and developing client needs.



**Funded by
UK Government**

**LEVELLING
UP**

Action Mental Health's New Horizons services deliver a range of programmes to support the recovery of people living with mental ill-health. This includes services to support access to employment and training, such as the SkillSET project, which is funded by the UK Government through the UK Shared Prosperity Fund.

ACTION MENTAL HEALTH
PERSONNEL SPECIFICATION
SKILLS COACH GENERAL

REF	AREA	ESSENTIAL ✓	DESIRABLE ✓
1	EDUCATION/ PROFESSIONAL QUALIFICATIONS		
	Relevant RQF Level 3 qualification	✓	
	GCSE Maths and English grades A*-C, or RQF Level 2 equivalent		✓
	Certificate in Teaching or equivalent		✓
2	EXPERIENCE		
	Experience of working with people with mental health needs or other disadvantaged groups	✓	
	Evidence of delivering training in a group setting	✓	
	Experience of delivering training to a recognised accredited standard e.g. NVQ, OCN, OCR etc.		✓
	Experience of preparing individuals for employment and sourcing work opportunities for them.		✓
3	COMPETENCIES		
	Able to demonstrate competence in delivery of training in one or more of the identified areas: Employability or Personal Development	✓	
	Able to demonstrate good communication skills.	✓	
	Proven ability to effectively support and work as a member of a team	✓	
	Evidence of having undertaken client focused, needs based assessment, action planning and programme delivery		✓
	Able to demonstrate a good level of IT literacy	✓	
	Proven ability to deliver business results	✓	
	Strong commitment to quality assurance, continuous improvement and the delivery of best practice	✓	
	Able to demonstrate flexibility, self-motivation, confidence and ability to use initiative	✓	
	Good organisational skills	✓	
4	VALUES & BEHAVIOURS		
*	Ability to demonstrate alignment with Action Mental Health's core values and organisational behaviour	✓	
5	ADDITIONAL		
	To undertake other additional duties as may be reasonably assigned according to the changing priorities of the Service and the needs of the client group	✓	
	A full current driving licence and access to a car is essential. Consideration will be given to alternative travelling proposals in respect of applicants with a disability who cannot hold a licence.	✓	

	The successful candidate will be required to undergo an Enhanced Disclosure check via the AccessNI Service before commencement of employment	✓	
6	SALARY SCALE		
	Salary scale £25,865 to £27,847 per annum based on 35 hours per week (or pro-rata as appropriate). Candidates will normally be appointed at the start of the pay scale		
7	HOURS OF WORK		
	As stated in advert		

NOTE: Not all of the above criteria will be assessed at the application/short listing stage

*** Action Mental Health's Core Values and Behaviours can be found in Employee Benefits booklet.**