



Recruitment Pack
Transformational Coach
February 2021

Thank you for your interest in working with Lancashire Mind

Who are we?

We are more than a mental health charity.

We're a passionate movement leading the wellbeing revolution in Lancashire.

Our vision is mental wellbeing for all. Our work enables people in Lancashire to value and take care of their mental health. Our dedicated team challenge misconceptions about mental health, develop resilience in people from an early age and work with communities to build a happier Lancashire.

We work in partnership with others to provide support, raise awareness and campaign locally to make mental wellbeing a priority. We believe that prevention is the solution, that everyone can achieve mental wellbeing and that resilience is the key to sustaining it.

With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do. We have developed a range of resilience programme for children and young people of various ages.

Approximately 1 in 4 people in Lancashire are currently living with a mental health condition. The vast majority play an active role in society with a significant proportion in active employment. However, we know that too many still face barriers to good health, employment and wider well-being and we remain committed to ensuring that everyone experiencing a mental health condition is treated as an equal by society and can access the right support at the right time

when they need it. We will not rest until we achieve mental wellbeing for all.

We invest in and work with others to innovate; developing and testing new ways of promoting mental well-being and better managing mental health conditions.

We work with people to manage and improve their mental wellbeing through our Tenancy Management and Wellbeing Coaching services, adopting a joined-up approach with other services.

We work with businesses across Lancashire to provide effective workforce training to improve resilience and mental wellbeing and to reduce the impact of stress and mental health conditions in the workplace.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that achieving mental wellbeing will reduce the occurrence of mental health conditions and help those with conditions to manage them better and stay well for longer. We believe that, working together with others, we can make Lancashire the beacon county for mental wellbeing and ensure everyone experiencing a mental health condition is treated as an equal member of society.

The Project

The Age of Opportunity (Building Better Opportunities) project for Lancashire is funded by the European Social Fund and The National Lottery Community Fund.

It is a multi-partner delivery model that aims to support people aged 50+ who are most at risk of exclusion from the labour market. The project works with people to identify, reduce and/or remove barriers to engagement with the aim of supporting them back into education, employment and training.

The role

We have a team of Transformational Coaches that work on two Building Better Opportunities projects – Age of Opportunity and Changing Futures. The team of Transformational Coaches report into the Coaching Lead and work closely with our other Wellbeing Coaches.

Transformational Coaches provide intensive and sustained support to take participants through each stage of the project with the aim of supporting them back into education, employment or training.

The Transformational Coach is the single point of contact for the participant and they maintain regular and consistent contact to provide ongoing support. The coach works with the participant, inspiring and motivating them to remain engaged.

The Coach is responsible for maintaining accurate records and paperwork to ensure effective tracking and monitoring. This is an essential part of the contract requirements of the project so attention to detail and strong IT skills will ensure success in the role.

The successful candidate will also have experience of working with individuals that services typically fail to reach.

What people enjoy about working with Lancashire Mind

- Challenging, varied, flexible and innovative work
- Shared passion for mental health and wellbeing
- Rewarding work - making a difference, seeing progression, a sense of achievement

- Feeling valued, listened to and supported by colleagues
- Working with people, the community, a wide range of organisations and meeting new people
- Responsibility, trust, openness and autonomy
- Opportunities to learn
- Feeling part of something revolutionary

Employee Benefits

- A 35-hour working week (full-time hours), with flexible start and finish times
- The annual holiday entitlement for full-time members of staff is 25 days, plus 8 bank holidays, with the potential for the days between Christmas and New Year to be gifted to staff based on organisation performance (pro rata for part-time staff)
- Lancashire Mind offer the opportunity for staff to save for their retirement by providing a workplace pension scheme
- Staff are eligible for a company sick pay scheme after completion of a six-month probation
- Emergency time off - we appreciate that there can be difficult times for you and your family; the organisation offers up to five days paid leave (pro-rata for part-time staff)
- All members of staff receive regular supervision, giving you protected time to reflect on and plan the work you do
- Lancashire Mind is committed to providing learning and development opportunities
- Workplace wellbeing scheme - provided by staff champions who provide wellbeing chats, organise wellbeing activities and plan social events to support people to maintain and improve their wellbeing
- We strive to be a green organisation and take practical steps to reduce our ecological footprint
- We reimburse the cost of standard eye tests and annual flu jabs.

Job description

Job title: Transformational Coach

Hours: 35 hours per week (Fixed term contract until 31 March 2022)

Salary: NJC point 14 (£23,080) to 19 (£25,481)

Responsible to: Coaching Lead

Location: Office base is nominally Chorley, extensive travel across Lancashire working in the community (focus on delivering in Preston)

Overview

Transformational Coaches focus on supporting people aged 50 plus who are most at risk of exclusion from the labour market as part of the Age of Opportunity project. The project works with people to identify, reduce and/or remove barriers to engagement with the aim of supporting them back into education, employment and training.

Transformational Coaches are largely based within the community; there is a significant element of lone working to this role, so the successful candidate needs to be comfortable with this structure.

Main duties and responsibilities

- Coordinate the Age of Opportunity project for Lancashire Mind. This involves being the first point of contact for both participants and the funder, monitoring and evaluating impact and ensuring all required paperwork is completed
- Proactively generate referrals for the project by working alongside agencies such as; Primary Care, Job Centre Plus, voluntary and community sector organisations and other partners on the project
- Identify opportunities for promoting the project at community venues and events
- Deliver 1:1 coaching sessions and support participants to recognise barriers to education, employment and training. Work collaboratively to overcome those barriers
- Report the project outputs and outcomes and demonstrate the impact of the project through case studies and quotes
- Promote the project to partners, stakeholders and organisations across Lancashire
- Maintain accurate, detailed records and paperwork to ensure effective tracking and monitoring. Provide timely, accurate data for monthly, quarterly and annual reporting
- Work with the Coaching Lead and Head of Services to review, implement and adapt the offer to meet the needs of our beneficiaries
- Communicate effectively with Transformational Coaches, colleagues across Lancashire Mind and agencies throughout Lancashire to ensure a collaborative approach and clear understanding of the project
- Attend internal and external meetings and training, where necessary
- Undertake flexible working hours, including occasional weekends and evenings, and to travel across Lancashire
- Abide by Lancashire Mind's policies and procedures
- Undertake other duties as and when deemed necessary by your line manager or head of team.

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding our service users. Therefore, this post is subject to an enhanced Disclosure and Barring Service (DBS) check and we will ask you to provide evidence of your qualifications and right to work, if you are invited to interview.

Person specification

We only consider inviting to interview people who show that they possess the following qualifications, skills, experiences and personal attributes. When you fill in your application form, use examples from your professional and personal life to illustrate how you fulfil all the criteria required at application stage.

	Criteria	Assessed at application (A) or interview (I)
Qualifications	1. Degree level in a related area of study eg. psychology, sociology or at least 2 years equivalent, relevant experience	A
	2. Qualification, training or relevant experience in coaching, counselling or a related subject (e.g. motivational interviewing, behaviour change interventions, etc.)	A
Knowledge and experience	1. Supporting people with their health or wellbeing in one-to-one settings	A and I
	2. Motivating people to seek, gain and sustain employment, training or education	A and I
	3. Experience of working with people aged 50+	A and I
	4. Experience of coaching and utilising assessment tools and behaviour change techniques	A
	5. Coordinating all aspects of a project (eg. project promotion, generating referrals, building professional relationships to meet project aims)	A and I
	6. Delivering projects or services in the health or voluntary sector involving multi-agency partnerships	A and I
	7. Implementing professional boundaries, safeguarding and GDPR best practice	A and I
Skills, abilities and competencies	1. Excellent numeracy, literacy and report writing skills with the ability to maintain accurate records	A
	2. Exemplary communication skills; able to engage, inspire and motivate others	I
	3. Handling multiple tasks and a complex caseload in a fast-paced environment	A
	4. Excellent office IT skills (MS Office including Excel) and the ability to learn new software packages	Test at interview
	5. Working flexible hours, including evenings and weekends and travel across Lancashire as required	A
Personal attributes	1. Resilient and committed to promoting mental wellbeing for all	A
	2. A demonstrable personal commitment to equal opportunities	I
	3. Positive, enthusiastic and friendly attitude	I

To apply

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website – www.lancashiremind.org.uk/recruitment. If you are unable to access this online please call us on 01257 231 661 to request a recruitment pack. We do not, under any circumstances, accept CV's.

The deadline for applications is 9am on **16 March 2021**. Email your completed application form to admin@lancashiremind.org.uk – please do not convert your form to a PDF, otherwise it is not possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately illustrate how they fulfil all criteria within the person specification, that are required at application stage, will not be considered for shortlisting.

Lancashire Mind is an equal opportunities employer and welcomes applications from all sections of the community, particularly candidates with a lived experience of mental health conditions who fulfil all the criteria within the person specification.

Interviews for this post are scheduled to take place on **24 March and due to the ongoing pandemic will be on Zoom**. Please reserve this date in your diary because alternative dates cannot be offered.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

Lancashire Mind

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