



## How coaches work



Wellbeing  
Teams

# How Wellbeing Team coaches work

## What is this document for?

This document is for advisors and coaches to make sure we have the same understanding about the role of Wellbeing Team coaches.

## What is Wellbeing Team coaching?

Coaching is about working together towards an agreed aim or outcome within the frameworks that define and govern the work of the team. The main frameworks relevant to Wellbeing Teams are Wellbeing Teams values, structures and processes and regulatory standards governing care. In Wellbeing Teams the coach has a role that supports both the team and individuals within the team. The coach supports the team in three main ways.

1. Developing skills and capabilities to function at their best as a self-managed team.
2. Supporting the team to use the 5 ways to wellbeing framework to promote the wellbeing of all its members and the people they support.
3. Helping the team with their on-going learning, growth and development.

## Coaching Resources

Coaches will usually be expected to allocate 2 hours each week to each team they are supporting with another 2 hours each month for scenario sessions. Scenario sessions can be shared by several teams. This allocation can be up to 4 hours each week during the first 3 months of the team being established. It is recognized that the needs of the team will fluctuate and times given here are indicative. This time allocation covers all meetings, emails, calls and preparation. It helps the coach to provide just enough support and encourages the team to take responsibility.

Coaches can support more than one team. The coach will need to ensure that they are available to attend team meetings regularly when supporting teams.

## Key tasks & accountabilities

1. Supporting team meetings to enable consensus decision-making and support the meeting facilitator to create a safe environment to facilitate feedback and learning.
2. Supporting the team to use the data provided by the Wellbeing Leader to improve productivity and performance.
3. Supporting the team to problem solve and find solutions within the frameworks in which the team works.
4. Pro-actively identifying and bringing to the team's attention any issues that are likely to cause conflicts or problems.
5. Facilitating scenario sessions to encourage learning and development of best practice in supporting people. Making a record of the sessions in the Learning Log and making this available to the teams, Wellbeing leader and coach lead.
6. Facilitating person-centred team reviews. The coach can call a review when required, even if this is sooner than would usually be expected.
7. Co-facilitating working together for change to connect the information from person-centred reviews to team and franchise change and development.
8. Providing written feedback to the team about self-management, continuous learning and wellbeing to support the team's development. This will be provided 3 months after the team complete their induction and thereafter to coincide with the person-centred team review.
9. Delivering or supporting the delivery of 20-minute development sessions in team meetings. Keeping a learning log of these sessions and making it available to the team, well being leader and lead coach.
10. Supporting the team to resolve conflicts and promoting the use of non-violent communication.
11. Supporting the team with recruitment and induction
12. Providing one to one support to individual team members as required.

13. Communicating regularly with the Wellbeing Leader and providing feedback about any issues regarding the framework that are making it difficult for the team to perform at its best.
14. Supporting the harvest of learning by drawing the team's attention to opportunities to pull new knowledge and information into documents, podcasts or videos to share.
15. Completing relevant statutory training, such as safeguarding, as required by the franchisee.

## **How Wellbeing Team coaches work**

The coach is part of the Wellbeing Support Team with the Wellbeing Leader. The Support team is responsible for making sure the Wellbeing Teams have everything they need to do the best job possible working with the people they support to promote their wellbeing and taking the initiative to improve productivity and performance. The coach is responsible for supporting the self-management, continuous learning and wellbeing processes within the team and contributes to the on-going development of best practice in supporting people by coaching the scenario sessions. The Community Circle Connector is responsible for supporting people to achieve changes and cope with challenges in their life by helping to create a Community Circle around them. They work with families, neighbours and friends and involve the existing assets present in the person's relationships and community to help them achieve what matters most to them. She will also create the Community Plan to inform how the Wellbeing Teams will connect and contribute to its local community. The Wellbeing Leader is responsible for overall communications about the franchise, the overall quality and compliance with regulation and for supporting team members to be competent in the practice of supporting people to achieve their outcomes. It is recognized that not all self-managed teams will work in the same way and the coach and Wellbeing Leader and community connector will need to flex their approach within the frameworks to best meet the needs of each one.

1. The coach is accountable to the team they support and the detailed content of the matters coached on should remain confidential to the team. The coach will be responsible to the Wellbeing Leader in terms of process. The team will evaluate the performance of the coach by providing feedback to the coach herself during usual team business. Formal feedback will also be gathered by the Wellbeing Leader every 6 months and shared with the team, coach and Academy Coaching Lead.

2. The team coach is not part of the Wellbeing Team but is attached to it. The coach will get to know the team and vice versa making it easier to spot changes and issues that may require her guidance. It also makes it easier for team members to ask for help if they know their coach. The coach works within an agreement of conditional confidentiality with the team. The coach has no control or authority over the team and so is best placed to help the team learn and function independently. The team coach does not make decisions - that is the team's responsibility. She will offer advice, ideas and information and refer onto others where this is appropriate. The team is not accountable to the coach. Each wellbeing team member is accountable to each other and to themselves.
3. Team meetings are the pillars of the self-management process so it's important they work well. Coaches attend team meeting either virtually or in person. It is expected that the coach will be present at each weekly team meeting in the first 8 to 12 months of a team being established. The timing of the team meetings, either weekly or fortnightly, is something that should be considered at every person-centered team review. It is expected that the coach will usually attend each team meeting to continue to support the team and delivery of the development sessions.
4. The coach will also support the team members to pay attention to and promote their own wellbeing. The coach will pay attention her own wellbeing and promote the 5 ways to wellbeing. She will provide a 20-minute development session into each team meeting. In the 3-month period following induction the coach will focus on sessions to support individual wellbeing plans and the self-management process. The coach will help team members to utilize their natural qualities and talents, assisting them to fulfil their full potential and bring their whole selves to their work.
5. Coaches have a role to play in supporting the team to connect and communicate well. The coach will encourage the use of Slack as a main channel of communication for the team. They will also use email, texts phone calls and virtual and face to face meetings as appropriate.

## **Support for team coaches**

Coaches have a buddy who is another coach supporting another team. Coaches will be invited to be part of a community of Wellbeing Team coaches offering support, and developing best practice. The community is hosted on Slack. The community will hold regular meetings via Zoom.

The Coaching Lead will provide the initial training and support for the coach, and will continue to offer support as required.

Coaches will offer to take urgent calls or requests for support from teams they do not usually coach when the usual team coach is on holiday or sick.

## **Recruitment and appointment of team coaches**

Team coaches will be recruited by the Wellbeing Academy working collaboratively with the Wellbeing Leader.

For more resources, or to learn more about Wellbeing Teams and the support available from the Wellbeing Team Academy, visit us online at [www.wellbeingteams.org](http://www.wellbeingteams.org).