

Role description

Practice Coach



Our purpose is to do everything we can to help people live well at home, and be part of their community.

To be part of a Wellbeing Team means working in ways that are shaped by six core values:

Compassion Responsibility Collaboration Curiosity Creativity Flourishing

The Practice Coach role helps us to live these values by supporting the team to deliver compassionate, person-centred, safe care, and to keep learning and developing.

Why is this role important?

We are thinking creatively about how we support learning and development in Wellbeing Teams. Instead of working with a Learning and Development Professional, we want to try something different. We are fans of Jane Hart's Modern Workplace Learning, and this role puts her principles and strategies into practice. She says,

"We need to create a continuous learning mindset – that is not one where everyone continuously takes courses – but one where everyone understands that they are constantly learning in everyday work and life – through both planned and unplanned activities – inside and outside of the organisation – on the Web and elsewhere"

Of course, the team members will need to undertake training to complete the Care Certificate to start with – but after that, the team will determine what they need to learn to improve their ability to support people brilliantly, and to pay attention to their own wellbeing. We think that learning should lead to a change in how you do something (performance outcomes), not simply that you know more things (learning outcomes).

Again, Jane Hart sums it up well:

"For a lot of organisations workplace learning is all about spoon-feeding individuals with all the training they need to do their job, and making sure they do it in the way that is prescribed for them so that everyone has the same experience. But it is clear that this one-size-fits-all ("sheep dip") approach is no longer appropriate in today's workplace. Instead there is a need to help individuals have personal (i.e. personally constructed, relevant and appropriate) learning experiences that fit their own needs and preferences. So, the best way to offer "personalised learning" is for each individual to make his/her own choices about what they need to learn and how to do it."

To make it as personalised as possible, each team member decides what they need to learn – both individually and as a team – to deliver a better service to the people they support. They have their own budget to help them do this. One of our values is curiosity; therefore, we look for "learnability" when recruiting team members – people who are curious and want to learn, grow and keep improving. Therefore, how we think about learning and development influences who we recruit.

What is the essence of the role?

The essence of the role is to enable and support workplace learning, and to be responsible for documenting and confirming the team's performance in relation to the Care Certificate. The role means exposing people to new thinking and ideas, encouraging reflection and learning from what did and did not work out as expected. This is about improving performance and facilitating development, and it is NOT about providing courses or delivering training. The Practice Coach role is focussed on making sure people can deliver their best work, enabling people to find solutions to problems, and helping to facilitate the team to continually learn and innovate through communication and collaboration tools and practices.

The Practice Coach is the Safeguarding Lead for Wellbeing Teams, and will provide guidance and advice to colleagues, as well as working with South Oxfordshire's Adult Social Care safeguarding when necessary.

What are the specific expectations of the role? What would you actually do?

1) Organise and facilitate collaborative problem-solving sessions. We call them 'scenario sessions' where we look together at someone's experience (for example, in developing outcomes), explore how we can get better at doing this, and create a record. If you can facilitate a small group, we can easily teach you our process.

2) Be a Community Manager. This means helping people share and learn together on the online platform we use to communicate, which is called Slack. You do not need to have had any prior experience of this; we can help you learn.

3) Offer a Virtual Learning Help Desk. 'Virtual' means you don't invite people to sit behind a desk with you; you will use Facetime or a similar service, and sometimes meet up in person. This means people get in touch with you to help them think about how to find the learning opportunities they need to solve a problem or improve their performance in an area; for example, end of life care. This is one way in which you will support self-organised and self-managed learning.

4) Support the teams to demonstrate best practice in delivering compassionate, person-centred and safe care. This includes being our 'assessor' and safeguarding lead. You are responsible for demonstrating our compliance with CQC and national and local safeguarding expectations.

5) Support, document progress and evidence performance in relation to the expectations of the Care Certificate. You enable people to achieve competence and confirm this through assessment, and then help them problem-solve and continually improve in delivering safe, compassionate, person-centred care.

6) Coach the scheduler. We are not looking for someone with experience in coaching; we can support you with this. You will need to get competent in using our systems and approaches.

7) Quality improvement in relation to compliance with the Care Certificate and safe, compassionate, person-centred care. We have great quality assurance processes, supported by IT. You will do regular, random checks to support the team to ensure that everything is as it should be, and that what you have supported people to do well is happening in practice. Where it isn't, you will work with the team to problem-solve, learn and improve. You don't need experience to do this; we will help you learn. You will address any complaints, and ensure that we live our values in how we deal with these and learn and improve as a result.

8) Be a role model. Show that you "walk the talk"; show people how you are continuously learning yourself, and, most importantly, what you are accomplishing because of your own continuous, deliberate learning to achieve your goals.

9) Give feedback and recognition for team members – for example, where people are demonstrating how they are learning and developing.

10) Be part of a self-managed team, with the Community Circle Connectors and Team Coach. Work in partnership with the Team Coach to enable the team to work brilliantly. The Team Coach focuses on supporting the team in self-management; you support the team to deliver safe, compassionate, person-centred care. The coaches support each other.

11) As a member of the team, you will take an active role in recruitment and selection, induction and probation, and sharing through social media as part of our community communication strategy. You will be asked to investigate any complaints and take these to action and shared learning.

12) Be part of a 'virtual help desk' approach to facilitating problem solving with the Wellbeing Team. This could involve some weekend work.

What we offer

We are looking for a full-time person to work with our teams in South Oxfordshire.

Salary: £28,000 per annum pro rata. Expenses will be paid for travel at 30p per mile. We offer six weeks' leave (this includes bank holidays, which are taken as leave days).

Workplace: Working from home and within the local community. We provide a smartphone and a laptop/tablet.

Hours of work: You will work flexibly. This will include evening and weekend work.

Accountability: You are accountable to the Wellbeing Support Team, your Wellbeing Teams, and of course the people we serve and the local community. You will not have a traditional

manager; you will receive support and direction from your team and from the national Wellbeing Advisor for Practice Coaches.