

Role description

Wellbeing Team 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 Team Coach role helps us to live these values by supporting the team to self-organise and pay attention to their wellbeing.

Why is this role important?

We believe that great quality care and support is best provided by people who are empowered to do what matters most, supported to nurture their own wellbeing and enabled to flourish. Wellbeing Teams are distinctive, as they give each team the responsibility and autonomy to self-organise their own work and support people in the best possible way.

To do this, teams and individual team members need to develop skills, confidence and competence in self-organisation. Working in this way will be new to most people, and will offer an opportunity to grow and develop personally as well as at work. Team members will need to work collaboratively, respecting differences and solving problems together. They will need to care for their own wellbeing and support that of their colleagues, by agreeing ways of working together and holding each other to account. They will need to be enterprising, curious and creative so that the team is productive and focused on its purpose.

What is the essence of this role?

The Team Coach is responsible for ensuring that our Wellbeing Teams are skilled and confident in self-organising, and also that they focus on their own wellbeing, individually and as a team. She helps the team to keep learning, developing and improving how we focus on wellbeing and self-organising, in order to deliver their purpose and live our values.

The Wellbeing Team Coach will be a member of the Wellbeing Support Team, which also includes the Practice Coach and Community Circle Connectors.

What are the specific expectations for this role? What would you do?

1. Coach team members, individually and as a team, to be skilled and confident in self-organising and reflection. Coach individuals and the team as a whole to critically reflect

and provide supportive and constructive feedback to others. Provide support to team buddy pairs to develop skills in line with individual and team development plans. Be an active presence on Slack to help team members to develop good relationships and to treat each other with kindness, generosity and respect. Provide ongoing support to build on initial training in Compassionate Communication; model the approach, provide feedback to individuals and the team, and identify opportunities to use this method.

2. Support teams and individuals to use the Wellbeing Team Meeting process by attending each team meeting (at least for the first 6 months) and coaching individuals as well as the team as a whole. You will support the meeting facilitator to be competent and confident in their role. You will also work with the Recorder/Reporter to help them to spot opportunities to develop the Person-Centred Team Plan, which enhances the ability of the team to work well together.

3. Ensure that each team member has feedback every 7 days at a ratio of 5:1 appreciation to constructive feedback for change. This is part of the probationary period and ongoing improvement and development process. You will provide structured feedback to the team as part of their 6-monthly person-centred team review and support the Recorder/Reporter to capture this in their Person-Centred Team Plan.

4. Facilitate individuals and teams to pay attention to their wellbeing, providing development sessions to the whole team and coaching individuals to develop their own wellbeing plans. Support the team to make decisions about its wellbeing budget.

5. Be a role model. Show that you “walk the talk” and demonstrate how you work within a self-organising team, paying attention to your own wellbeing and that of your colleagues.

6. Coach teams to use information made available to them in team meetings, to make great decisions and to plan continuous improvement and development work. Help the team to use Peakon feedback and stories to create a happy and healthy working environment.

7. Co-facilitate Working Together for Change and person-centred team review processes. Notice what's working and not working within teams and in the wider organisation, and help to identify appropriate actions. Support teams to create a safe and confidential environment where courageous conversations are held, and enable key messages and themes to be communicated outside the team to a Wellbeing Leader or advisor.

8. Support recruitment and induction. Support the Recruitment Coordinator and others in the team to use values-based recruitment and induction processes, and to make decisions together.

9. Be a proactive member of the Team Coaches' Community of Practice, contributing to the development and sharing of new knowledge and practice in this field.

What we offer

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

Salary: £26,000 per annum pro rata. Expenses will be paid for travel at 30p per mile. We offer six weeks' leave (this includes bank holiday days that you take 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 Team Coaches.