

Job Description

Job title:	RF Works Coach		
Department:	RF Works		
Job Family:	Operational Specialist		
Location:	Poppys Pantry, Wymondham)		
Reports to:	RF Works Senior Coach/ Manager		
Salary Point*:	1 to 3	Hay points*:	182
Evaluated date*:	22/04/24		
Hours / week:	Up to 37 according to business need		
Status:	Permanent		
Supervisory responsibilities	No		
Job Shares will be considered for this post	No		
This position requires travel around the county and the ability to work flexible hours.	Only on an 'as and when' basis and always with prior discussion		

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:

A brief statement about the main objectives of the post

Poppys Pantry in Wymondham forms part of the RF Works Department within Realise Futures. It is a social enterprise café and small retail outlet stocking a range of refills for household, bathroom and personal cleaning products as well as local and ethically sourced items.

Working as part of a team, the RF Works Coach is responsible for providing tailored social, life & work-based skills and activities associated with the day-to-day running of the café and shop, to disabled and/or disadvantaged adults. This will include interacting with customers, preparing food and beverages, completing refill orders, replenishing stock and maintaining a clean and hygienic work environment.

The primary objective of the RF Works Coach role is to deliver these opportunities adopting a person-centred approach to identify each individual's main goals in living active, healthy and productive lives including reducing support and dependency as appropriate as independence increases. An integral aspect of the role is to promote choice and control to each person, offering day-to-day encouragement and guidance. The postholder will be required to undertake regular reviews with individuals that record progress and achievement against each identified goal.

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in work, learning and life through three company departments, Learning Coaching & Advice, Employment and RF Works.

****This role is subject to an enhanced DBS check.**

Realise Futures CIC

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Registered No 7828443 England and Wales

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

Reporting to Senior Coaches, work with individuals, agreeing tailored development plans that promote choice and control, meet personal need and have measurable goals with timescales that specifically relate to wellbeing, life skills, training and, where appropriate, employment support.

Provide day-to-day guidance/support to individuals with agreed work-based tasks and wellbeing activities that assist in the promotion of independence and enable development of practical life skills and positive social interaction

Undertake regular recorded reviews of each support plan with individuals, identifying progress against key goals ensuring all opportunities offered reflect the person's outcomes and actively improve their wellbeing.

Support and assist individuals in a safe, practical, reliable manner and in ways acceptable to the individual, which promotes self-determination and encourages experience of life, which may involve positive risk taking

Following company policies and procedures, ensure all individuals are safe and safeguarded at all times.

As directed by Senior Coach and/or Manager, liaise with the Supported Employment Coordinator to ensure that people are supported to progress into paid employment opportunities as appropriate.

Work with the Senior Coach and Supported Business Coordinator in developing effective relationships with the significant people in an individual's life e.g. parents/carers, social work teams, housing providers, support agencies.

To work within the RF Works Quality Framework ensuring that services delivered meet the contractual standards and comply with company policy and procedures

To maintain confidentiality at all times in line with the company's Data Protection obligations, unless a disclosure is necessary to protect the health, safety or welfare of an individual.

To participate in training and undertake appropriate learning and development, as identified through regular appraisal and reviews with line manager

1. Know-How:

Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.

The skills, expertise, and training required for the job are:-

- Working knowledge and practical experience of working with adults with disabilities and/or disadvantage in a training/mentoring or support setting
- Awareness of the guidelines of relevant legislation (e.g. the Mental Capacity Act 2005 and the Care Act 2014), specifically in relation to people with Learning Disabilities and/or Autism working with adults with disabilities
- Experience of working with outcomes and goals, applying the 'solution-focused' approach when supporting individuals to achieve aims and increase independence
- Awareness of Safeguarding principles and protocols in relation to adults with disabilities.

Specific qualifications or training essential to the job are:-

- Minimum Level 2 qualification in the Health & Social Care sector and/or relevant experience.
- Minimum L2 supervisory qualification **or** relevant experience at supervisory grade
- Certificate in Competency training (an internally accredited qualification aligned to the Learning Disabilities Core Skills Training Framework – *this will form part of mandatory training for new recruits to the role*)
- Level 2 English & Maths (with ability to demonstrate knowledge and application in progress reviews and supported activities)
- Working knowledge of Microsoft applications

The amount of forward planning required in the job is:-

- Daily and/or weekly work plans will ensure all tasks are carried out in a timely professional manner taking into account at all times the wants and needs of supported individuals, whilst maintaining the correct RF procedures / policies.

The type of communication and interaction needed in the job is

- Ability to accurately record and maintain systems

	<p>providing timely information for reporting purposes</p> <ul style="list-style-type: none"> • Ability to work effectively in a team environment at all levels • Good communication skills that relate to differing levels of mental capacity/understanding • Recognise that different levels of support are necessary at different times being mindful of how individuals are feeling • That particular regard will be paid to the ethnic, religious and cultural heritage including psychological and emotional well-being of individuals
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<p>2. Problem-Solving:</p> <p><i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i></p>	<p>The level of analysis, evaluation and problem solving required in the job are:- <i>Medium</i></p> <ul style="list-style-type: none"> - The ability to resolve sometimes complex communications and behaviours when working with groups of people with varying needs. - Must be able to prioritise workload demonstrating good organisational skills to meet given deadlines <p>The level of creativity and/or original thought to resolve issues is:- <i>Medium</i> –</p> <ul style="list-style-type: none"> • Under the direction of the Senior Coach, use initiative to solve problems and/or queries effectively and efficiently. • To understand individual's potential difficulties with tasks/activities and devise methods and training techniques to aid them. • This role is encouraged to challenge and suggest ideas that improve choice and diversity of activities within the social business environment
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<p>3. Accountability:</p> <p><i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is</i></p>	<p>The amount of freedom to take decisions in the job is:-</p> <ul style="list-style-type: none"> • Some autonomy is granted to post holders regarding decisions on activities offered <p>Nature of impact:- Low to Medium</p> <ul style="list-style-type: none"> • Post holders are an integral part of a team responsible for the provision of a professional, person-led social care support service for vulnerable adults that is integral to the brand of Realise Futures as a Supported Business.
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<i>affected by the job holder's accomplishment of the job's basic purpose.</i>	Magnitude of impact:- Medium • RF Works Coaches are vanguards of the company values as promoters of supported employment and wellbeing provision for adults with disabilities, accounting for approximately one fifth of the company's income. Post holders will be actively supported in this role by Senior Coaches, Deputy Managers and the relevant RF Works Manager
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.