

## Job Description

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| Job title:                                                                              | Autism Support Coach (Norfolk Adult Autism Short-Term Support Service) |              |     |
| Department:                                                                             | Employment & Inclusion Support                                         |              |     |
| Job Family:                                                                             | Operational Specialist                                                 |              |     |
| Location:                                                                               | Various locations in Norfolk – community-based delivery                |              |     |
| Reports to:                                                                             | Service Manager                                                        |              |     |
| Salary Point*:                                                                          | 1-3                                                                    | Hay points*: | 252 |
| Evaluated date*:                                                                        | 22 09 2023                                                             |              |     |
| Hours/week:                                                                             | Up to 37 according to business need                                    |              |     |
| Status:                                                                                 | Permanent                                                              |              |     |
| DBS:                                                                                    | Enhanced                                                               |              |     |
| 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. |                                                                        |              | Yes |

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

### Overall, Job Purpose:

*A brief statement about the main objectives of the post*

Realise Futures CIC is a social enterprise that combines commercial trade of products and services alongside work placement, employment, and training opportunities. The principal purpose of Realise Futures is to improve the wellbeing, mental health and employability of disabled and disadvantaged people whilst contributing to the economy in our communities. The company is organised into four departments, Learning, Coaching & Advice, Employment & Inclusion Support, and RF Works (seven distinct Social Businesses) and Central. Together they provide professional and tailored opportunities that support people to realise their potential.

The Autism Support coach role sits within the Employment & Inclusion Support department. The overall objective of the service is to provide time-limited support to autistic adults to prevent, reduce and delay the number of autistic adults needing a formal social care assessment.

The postholder(s) will deliver a person-centred approach, providing a bridge for participants to break down barriers in accessing other services to achieve their desired outcomes.

Realise Futures is committed to offering continuous training and development to all colleagues and recognise the importance of investing in an individual's growth and professional development.

This role is subject to an Enhanced DBS check.

### **Main Duties and Responsibilities:**

*A brief description of the most important tasks of the post*

Managing Relationships (Interpersonal and Delivery)  
Problem-Solving/Solution-Focus  
Coaching & Mentoring  
Managing Team and Individual Performance (People)  
Leadership & Strategic Expertise (Vision)

#### **Managing Contractual Services (Processes)**

Manage a caseload of autistic adults from initial engagement through to identified progression routes and exit via individual holistic needs assessments.

#### **Teaching & Training**

Document a coaching and learning plan that contains the learner's overarching target, initial learning aims, SMART objectives and progression pathways.

#### **Administering & ICT**

Develop, coordinate and manage a timetable of individual and group coaching drop-in and timetabled sessions across a specified area of the County.

#### **Supporting, Advising & Guiding -including Cust Service**

Offer Careers, Employment, Information, Advice and Guidance (CEIAG) where required to inform individual's next steps.

Provide individuals with support to bridge relationships with other services that could include access to community social and leisure activities, friendship groups, employment services, welfare advice and support, learning providers and travel training.

#### **Marketing/Business Development**

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

01473 242500

info@realisefutures.org

www.realisefutures.org

Registered No 7828443 England and Wales

Actively contribute to the Service promotional and networking activities through attendance at local events/meetings of key stakeholders and community organisations, developing effective relationships within the community.

Provide opportunities for individuals to set up and engage with Peer Support groups through the setting up of local groups that are facilitated in community settings.

### **Job Specific Technical/Manual**

Maintain up-to-date knowledge of Local Labour Market Information and availability of CEIAG that informs individual's goals.

Support participants to maintain/increase their independence, improve their wellbeing and achieve their goals.

Support the Service Manager and Coordinator in the development and maintenance of a community map ensuring that the service is complementary to existing services across the skills, employment and health sectors and does not replicate provision.

Where appropriate incorporate financial and numerical literacy, citizenship and understanding of responsibility within the community, personal safety within the home and/or community.

Build strategies and approaches with the individual's expanding into other areas of a person's life, achieving wider wellbeing outcomes.

Inform and empower individuals to maximise opportunities that develop their skills and achieve personal outcomes that improve quality of life, economic independence, and social integration, whilst gaining a sense of personal accomplishment and identity.

Conduct regular recorded light touch reviews that provide opportunities to review progress against the plan making necessary adjustments to ensure the individual is receiving the right level of support to achieve their 'best hopes'.

Undertake a final review two weeks prior to the support end date recording how the participant will sustain and maintain the outcomes.

### **Systems and Standards; Compliance**

Manage the accurate recording and maintenance of all individual and service documentation that complies with quality standards, company policies and protocols.

Adhere to GDPR legislation.

Ensure safe working practices are maintained as well as operating within service guidelines if/when individual's require crisis support

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| <p><b>1. Know-How:</b></p> <p><i>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.</i></p> | <p>The skills, expertise, and training required for the job are:-</p> <ul style="list-style-type: none"><li>• Good general standard of education, minimum Level 2 English and Maths</li><li>• Experience of working with people with autism and learning disabilities delivering with a person-centred approach</li><li>• Experience of working successfully with external agencies to support the needs of autistic adults</li><li>• Proven application across a range of IT software to support record keeping within Data Protection guidelines</li><li>• Proven application of effective Health, Safety and Welfare (Safeguarding &amp; Prevent) practice.</li></ul> <p>Specific qualifications or training required for the job are:-</p> <ul style="list-style-type: none"><li>• L3 in IAG/Coaching/Mentoring/Teaching, or equivalent worked experience</li><li>• Up to Tier Minimum Tier 2 competencies as stated in Core Capabilities Framework for Supporting Autistic People and for Supporting People with a Learning Disability and The Capabilities Framework for Autism Peer Support Workers</li><li>• Demonstrable competence of a MS Office environment particularly Word &amp; Excel</li></ul> |
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|  | <ul style="list-style-type: none"> <li>• Experience in monitoring, reviewing, and evaluating service delivery, implementing change and improvements</li> <li>• Ability to analyse information from a variety of sources to inform decision making.</li> </ul> <p>The amount of forward planning required in the job is:-</p> <ul style="list-style-type: none"> <li>• Medium - experience of successful short- and medium-term planning</li> </ul> <p>The type of communication and interaction needed in the job is:-</p> <ul style="list-style-type: none"> <li>• Good levels of influencing and negotiation skills, to ensure effective multi-agency working.</li> <li>• Ability to work effectively in a team environment at all levels.</li> <li>• Excellent communication skills that relate to differing audiences and levels of ability; this will include multiagency professionals, as well as people with communication difficulties.</li> <li>• Critical and/or Reflective thinking</li> </ul> |
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| <p><b>2. Problem Solving:</b></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:- medium</p> <ul style="list-style-type: none"> <li>• Proven ability to analyse complex data and situations to inform best practice.</li> <li>• Implementation planning that is SMART, effectively monitored and evaluated.</li> <li>• Independent thinking to resolve day-to-day issues within company guidelines and funding parameters.</li> <li>• Excellent organisational skills, able to prioritise and manage workloads and people to meet deadlines and deliver services that meet legal and contractual obligations.</li> </ul> <p>The level of creativity and/or original thought to resolve issues is:- medium</p> <ul style="list-style-type: none"> <li>• Employing pragmatic but innovative approaches to coaching practice and partnership working ensuring options agreed with individuals meet need</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• The post holder will be required to work flexibly and creatively with participants and stakeholders to develop an innovative and needs led service</li> <li>• Structured problem-solving skills with a high degree of logic</li> </ul> |

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| <p><b>3. Accountability:</b></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 affected by the job holder's accomplishment of the job's basic purpose.</i></p> | <p>The amount of freedom to take decisions in the job is:-<br/>Medium</p> <p>Nature of impact:-</p> <ul style="list-style-type: none"> <li>• Within the framework of budget limitations this role allows for freedom in local decision making on the appropriate design and delivery of the service</li> </ul> <p>Magnitude of impact:-</p> <ul style="list-style-type: none"> <li>• The service forms part of the 2022-27 Strategy to deliver new services in the East of England; as the provider of a new service in Norfolk, the reputational brand of the company to deliver a positive impactful service is integral to these plans. The post holder operates within pre-determined parameters and is guided by their line manager. All delegated responsibilities have pre-determined parameters</li> <li>• Each Coach will be responsible for achieving a set of delegated targets although there is a service-wide and shared responsibility for the achievement of the services' overarching key performance indicators</li> </ul> |
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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.

## Evaluation

D 1 2 (152)

D 3 (29) - 43

D1 C - 57

Total Hay points - 252

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