



action mental health

Job Description

Post: Skills Coach – General
(6 months temporary)

Location: AMH New Horizons Fermanagh

Responsible to: Service Manager

Accountable to: Head of Operations

Role: The overall purpose of the post is to support the recovery of individuals with mental ill health through the effective planning and delivery of accredited and non-accredited programmes which will meet their individual needs and prepare them for progression towards further education, training or employment.

The post holder will be required to provide training in two or more of the following areas:

- Personal Development
- Employability
- Catering

Key Result Areas:

- Training Delivery, Assessment and Review
- Supporting Client Development
- Quality Assuring Service Delivery
- Health and Safety
- Personal Training, Development and Practice
- Operational Targets

Key Result Area 1: Training Delivery, Assessment and Review

- To deliver structured and comprehensive training that:
 - Meets the appropriate accredited standard
 - Adheres to Company Guidelines and Procedures
 - Is appropriate to the needs of individual clients.
- To provide regular assessment and review of the above programmes.

Key Result Area 2: Supporting Client Development

- To facilitate the introduction of new clients to the service by taking an active role in initial visits and AMH's induction and assessment programme
- To provide key worker support to all clients as identified via a key worker list.
- As part of the key worker role to undertake ongoing assessment and review of individual client needs and where appropriate attend external review meetings.
- As part of the client training and development process to:
 - Ensure that action plans are drawn up that adequately reflect the individual client's training needs
 - Ensure that action plans are reviewed on a regular basis and that all action points are implemented by agreed dates
 - Be proactive in implementing the AMH client exit strategy policy

Key Result Area 3: Quality Assuring Service Delivery

- To ensure that all client information is maintained and held in accordance with AMH policies and procedures
- To satisfy all contractual requirements as directed by stakeholders and funding bodies in relation to service delivery
- To ensure adherence to the organisation's policy on the Management and Handling of Client Complaints
- To ensure adherence to relevant organisational and legislative requirements.
- To support quality improvement systems including Investors in People and Customer Service Excellence (CSE) as appropriate.

Key Result Area 4: Health & Safety

- To ensure that all aspects of legislative and organisational Health & Safety standards and requirements are maintained
- To ensure that, where any risk has been identified in relation to new or existing clients, a full risk assessment is carried out and appropriate follow up action is taken.

Key Result Area 5: Personal Training, Development and Practice

- To take part in supervision, appraisal and training as identified through AMH's Staff Learning and Development Processes
- To take personal responsibility for continuing personal and professional development and maintain a current continuing professional development portfolio.
- To adhere to AMH's set of Core Values and Corporate Behaviours

Key Result Area 6: Operational Targets

Support the realisation of annual operational targets in respect of:

- Client occupancy and attendance
- Training and development outcomes
- Positive outcomes for leavers
- Income generation, where appropriate

In addition to the above duties the post holder will be expected to be flexible in discharging these and any other additional tasks as may be reasonably assigned according to the changing priorities of the service and developing client needs.



This post is part funded by the European Social Fund and Department for the Economy

AMH ACTION MENTAL HEALTH
PERSONNEL SPECIFICATION
SKILLS COACH (General, Fermanagh)
6 months temporary

REF	AREA	ESSENTIAL ✓	DESIRABLE ✓
1	EDUCATION/ PROFESSIONAL QUALIFICATIONS		
	Educated to RQF level 2 (including GCSE Maths and English grades A*-C) or equivalent	✓	
	Relevant QCF Level 3 qualification	✓	
	Certificate in Teaching or equivalent		✓
2	EXPERIENCE		
	Paid experience of working with individuals with mental health needs, addiction or other disadvantaged group	✓	
	Evidence of delivering training in a group setting	✓	
	Experience of delivering training to a recognised accredited standard e.g. NVQ, OCN, OCR etc.	✓	
	Experience of preparing individuals for employment and sourcing work opportunities for them.		✓
3	COMPETENCIES		
	Able to demonstrate competence in delivery of training in one or more of the identified areas: Personal Development, Employability, Catering	✓	
	Able to demonstrate good communication skills.	✓	
	Proven ability to effectively support and work as a member of a team	✓	
	Evidence of having undertaken client focused, needs based assessment, action planning and programme delivery		✓
	Able to demonstrate a good level of IT literacy	✓	
	Proven ability to deliver business results	✓	
	Strong commitment to quality assurance, continuous improvement and the delivery of best practice	✓	
	Able to demonstrate flexibility, self-motivation, confidence and ability to use initiative	✓	
	Good organisational skills	✓	
4	VALUES & BEHAVIOURS		
*	Ability to demonstrate alignment with AMH's core values and organisational behaviours	✓	
5	ADDITIONAL		
	To undertake other additional duties as may be reasonably assigned according to the changing priorities of the Service and the needs of the client group	✓	
	Current full driving licence, valid in the UK and access to a car on appointment or access to a form of transport which will permit them to carry out the duties and requirements of the post in full		✓
	The successful candidate will be required to undergo an Enhanced Disclosure check via the Access NI Service before commencement of employment	✓	
6	SALARY SCALE		
	Salary scale range D (points 1 to 5),£21,210- £23,735 per annum.		

	Candidates will normally be appointed at the start of the pay scale		
7	HOURS OF WORK		
	35 Hours per week: Monday to Thursday 8.30am to 4.30 pm and Friday 8.30 am – 3.15 pm		

*** A copy of AMH's Core Values and Behaviours is attached for your information**