

## JOB DESCRIPTION

### JOB DETAILS:

|                  |  |
|------------------|--|
| Job Title:       | Career Coach   |
| Band:            | 5  |
| Directorate:     | Somerset Workforce Talent Hub – Retention Team         |
| Base:            | Agile working with travel to locations around Somerset |
| Responsible for: | N/A  |
| Responsible to:  | Somerset Workforce Talent Hub Project Lead             |

### Job Purpose:

Somerset Foundation NHS Trust are embarking on new and collaborative models to support and attract new entrants to health and social care, by the creation of our Somerset Workforce Talent Hub. Our hub will enable us to recruit, retain and develop talented people within our communities – nurturing and preparing our future workforce to work across the Somerset health and social care system in an agile way.

The role of the Career coach is to support the Talent Hub workforce to identify and achieve permanent positions within primary care, social care, community and specialist/acute trusts.

Although the programmes of work will expand over time, the active programmes that currently sit within the Talent Hub are as follows

**Somerset Vaccination Programme** - The Covid-19 vaccination is our first line of defence against the coronavirus and the very best way to keep communities safe. The Career Coach will proactively look to support vaccination colleagues and volunteers to access opportunities and roles to meet their future aspirations.

**Somerset Reservist Programme** – Reservists form part of our flexible workforce and can be deployed across the Somerset Integrated Care System to meet demands, which may be Planned, e.g. winter block booking or Unplanned, e.g. surge events. There is a minimum commitment of working 20 days a year, plus an additional 5 days for training. The Career Coach will support by providing 1-1 careers coaching and identified recruitment support

**SWAPS stands for Sector-based Work Academy Programme.** It is a 4 week training programme designed to support people facing unemployment and redundancy in to entry level roles within health and social care. The Career Coach will support by providing 1-1 careers coaching and recruitment support to help each individual find the career pathway that best suits them and their individual circumstances. It is hosted by Somerset Foundation Trust and runs in collaboration with DWP and Weston College.

**Passport to Care** - the programme is an innovative recruitment collaborative aimed at attracting new entrants into the care sector as an unregistered Care Support Worker. The 18-month rotational programme, will give the opportunity to work across 6 different health & social care providers in 3 month blocks. The Career Coach will provide quality career conversations to colleagues during the programme.

**Clinical Skills Bootcamp** – an 8 week training course that has been designed for people who wish to gain practical skills and knowledge in the clinical skills that enable patients to be discharged from hospital into social care settings. The Career Coach will provide quality career conversations to colleagues during the programme.

**Date of Job Description: July 2022**

### **Communication and Key Working Relationships**

- Vary the style and level of communication with individuals in order to meet the differing levels of understanding
- Ensure clear lines of communication and work collaboratively with all relevant professionals across the health & social care system
- When required ensure information is shared effectively across the talent hub and encourage positive development of the process in-line with arising challenges
- Build and maintain strong working relationships, and influence with the wider system to strengthen collaborative working
- Engage in assisting to develop processes where required and continual reviewing those in line with changing needs of the workforce programme
- Maintain knowledge of hard to recruit roles within the system and work within those areas to identify individuals following careers conversation to utilise the staffing to deliver work ready individuals

### **Planning and Organisation**

- Establish the factors that attract individuals to remain working in health and social care to inform the overall development of the programmes and continued engagement in the wider workforce retention work
- Identify any risks associated with the workforce programmes and ensuring these are raised with the Workforce Talent Hub Project Lead
- To take responsibility for the planning of the work of the workstream and ensuring that this is delivered within the project timescales
- Arrange and attend when necessary, recruitment information events.
- Manages and prioritises own workload
- Responsible for planning and prioritising workload for the caseload of career conversation as appropriate
- To contribute to the development, implementation and continual review of the Retention programme, identifying gaps and to facilitate new ways of working and improve current processes that may no longer be fit for purpose

### **Analytics**

- Use own judgement, to make decisions on a daily basis dealing with problems/issues as they arise whilst working autonomously
- Monitoring employee experiences and co-creating solutions when organisation-wide areas of improvement are recognised as being needed
- Monitors and maintains department standards, analyse systematically and evaluate all data and relevant information
- Maintain appropriate data collection systems for retrieval of information

### **Operational Responsibilities**

- Carry out one to one discussions with the colleagues and volunteers of the Somerset Workforce Talent Hub to discuss their career options
- Utilise a person centred approach to match skills, capabilities and aspirations of people to future roles or maintain their current role over a longer period

- Liaise with Training leads to consider future training needs of the workforce and ways to capture learning
- Liaise with local health and social care organisations to understand hard to fill vacancies
- Support development of additional apprenticeship roles available and access to further training such as the Care Certificate
- Support the setting up of a toolkit for workers to access information on different options/routes
- Develop a clear route map which enables staff who are interested in healthcare careers to engage in roles, particularly focusing on those areas where we see high use of temporary staffing or have a high number of vacancies
- Run development and retention sessions as appropriate
- Remove any barriers to retention of staff within the different workforce programmes across health & social care
- Offer practical support for completing job applications and interview practice
- Gathering informal verbal feedback from staff and volunteers
- Work collaboratively with other workforce programme leads

#### **Policy, Service, Research & Development Responsibility**

- Establish the factors that attract individuals to remain working in health & social care to inform the overall development of the programme
- Reflect on survey information, considering impact and potential opportunities

#### **Responsibility for Finance, Equipment & Other Resources**

- The post holder will be required to research costs associated with particular work streams, obtaining quotes and placing orders as necessary
- Observes personal duty of care in relation to equipment used in own work.
- Suggest and implement cost improvement plans for the department

#### **Responsibility for Supervision, Leadership & Management**

- The post holder may be required to provide training in areas identified through the project, for example, interview skills training and exit interview skills training with all levels of staff and across all disciplines participating in selection interviews
- Identified need and frequency will be determined through the course of the project but could be on a regular basis
- The post holder will work autonomously and as a positive role model in providing support to all colleagues
- Influence and support services/teams to adapt and develop new ways of working

#### **Information Resources & Administrative Duties**

- The post holder will be expected to maintain the work plan and additional project data on a variety of different systems including Microsoft Excel and Word, as well as other packages when required
- Able to run regular reports to demonstrate project data will also be required, as well as requests for adhoc data
- Develop knowledge of local health and social care workforce needs

#### **Any Other Specific Tasks Required**

- Frequent unforeseen interruptions which may require immediate assessment and action.
- The work will involve sitting at a VDU for approximately 85% of time
- This post requires the use of computer networks which will entail sitting in a restricted position for long periods so care must be taken to observe Trust guidelines on the use of VDUs and keyboards
- Adheres to Somerset Partnership NHS Foundation Trust policies and procedures

- particularly in relation to confidentiality, health and safety and financial instructions
- Concentration for long periods of time when preparing reports
- Provide specialist advice and support on retention related issues as required
- Any other additional duties reasonably required by the service or trust

### **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

### **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

### **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

### **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

### **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

### **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

### **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

### **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

### **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

### **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

### **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

### **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

### Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

| Requirement   | Essential / Desirable        | How Assessed                 |
|---|------------------------------|------------------------------|
| <b><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></b> <ul style="list-style-type: none"> <li>Outstanding care</li> <li>Listening and leading</li> <li>Working together</li> </ul>  | E<br>E<br>E                  | Interview & Application form |
| <b><u>QUALIFICATIONS &amp; TRAINING</u></b> <p>Educated to degree level or equivalent in discipline with significant quantitative content or related discipline</p> <p>Project Management (Prince 2) or equivalent</p>  | E<br><br>D                   | Interview & Application form |
| <b><u>KNOWLEDGE</u></b> <p>Knowledge of specific area, acquired through diploma or equivalent experience</p> <p>Microsoft Office systems including: Outlook, Word, Excel, PowerPoint and Publisher</p> <ul style="list-style-type: none"> <li>Advanced keyboard skills for regular use of computer systems</li> <li>Knowledge of the vaccination programme and understanding workforce shortages across the system</li> </ul> | E<br><br>E<br><br>E<br><br>E | Interview & Application form |
| <b><u>EXPERIENCE</u></b> <ul style="list-style-type: none"> <li>Experience in delivering career advice, coaching and training</li> <li>Experience of working in a healthcare environment</li> <li>Team supervision or management</li> <li>Project management skills</li> </ul>  | D<br><br>E<br><br>E<br><br>D | Interview & Application form |
| <b><u>SKILLS &amp; ABILITIES</u></b> <ul style="list-style-type: none"> <li>Critical thinking skills and the ability to provide</li> </ul>  |                              | Interview &                  |

|  |                                       |   |
|--|---------------------------------------|---|
| input to strategic plans.<br><ul style="list-style-type: none"> <li>• Ability to explain sensitive information in a manner that is respectful and professional</li> <li>• Proven ability to influence and persuade</li> <li>• Proven ability to negotiate</li> <li>• Able to deal with complex and unpredictable situations</li> </ul>   | E<br><br>E<br><br>E<br><br>E<br><br>E | <b>Application form</b>                 |
| <b>COMMUNICATION SKILLS</b><br><ul style="list-style-type: none"> <li>• Evidence of a good standard of Literacy / English language skills</li> <li>• Excellent interpersonal skills with the ability to build and maintain positive relationships working across multi-disciplinary functions and build credibility quickly</li> <li>• Good presentation skills for conveying complex concepts, to a varied group of internal and external stakeholders.</li> <li>• Ability to engage with stakeholders to understand their requirements.</li> </ul> | E<br><br>E<br><br>E<br><br>E          | <b>Interview &amp; Application form</b> |
| <b>PLANNING &amp; ORGANISING SKILLS</b><br><ul style="list-style-type: none"> <li>• Excellent organisation skills to enable prioritisation and coordination of a range of varied activities.</li> <li>• Evidence of meeting deadlines</li> <li>• Ability to work well under pressure and meet targets set by line management</li> </ul>  | E<br><br>E<br><br>E                   | <b>Interview &amp; Application form</b> |
| <b>OTHER</b><br><ul style="list-style-type: none"> <li>• Willingness to use technology to improve standards of care and support to our patients</li> <li>• Customer focused</li> <li>• Ability to demonstrate initiative and drive to achieve results</li> </ul>   | E<br><br>E<br><br>E                   |   |
| <b>SUPPORTING BEHAVIOURS</b><br><br>To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:   |                                       |   |

**Outstanding Care:**

- We treat everyone with dignity, kindness and respect.
- We involve patients, relatives, carers and colleagues in decision-making.
- I ensure that my actions contribute to outstanding care regardless of my role.
- I admit mistakes, apologise and learn from them.
- I champion the health, safety and wellbeing of patients, relatives, carers and colleagues.
- I speak up when others cannot.

**Listening and Leading:**

- I lead with empathy, taking responsibility for how my emotions and actions affect others.
- I inspire others to embrace change, encouraging them to see their part in the bigger picture.
- I strive to be the best I can be.
- I value the opinions and contributions of colleagues, patients and others.
- I encourage innovation and am open to new ideas.
- I listen with interest and take action if I am able.

**Working Together:**

- I collaborate with others to achieve shared goals.
- I communicate clearly and appropriately.
- We work together to overcome challenges.
- I ask for help and always assist those in need.
- I thank colleagues for their contributions and celebrate shared successes.
- I use resources effectively, treating every £ as if it were my own.





### SUPPLEMENTARY INFORMATION

| Physical Effort   | Yes | No | If yes – Specify details here - including duration and frequency  |
|---|-----|----|---|
| Working in uncomfortable / unpleasant physical conditions                             |     | X  | This post requires the use of computer networks which will entail sitting in a restricted position for long periods so care must be taken to observe Trust guidelines on the use of VDUs and keyboards      |
| Working in physically cramped conditions  |     | X  |   |
| Lifting weights, equipment or patients with mechanical aids                           |     | X  |   |
| Lifting or weights / equipment without mechanical aids                                |     | X  |   |
| Moving patients without mechanical aids   |     | X  |   |
| Making repetitive movements   |     |    |   |
| Climbing or crawling  |     | X  |   |
| Manipulating objects  |     | X  |   |
| Manual digging  |     | X  |   |
| Running   |     | X  |   |
| Standing / sitting with limited scope for movements for long periods of time          | X   |    | Post will require typing on PC/Laptop   |
| Kneeling, crouching, twisting, bending or stretching                                  |     | X  |   |
| Standing / walking for substantial periods of time                                    |     | X  |   |
| Heavy duty cleaning   |     | X  |   |
| Pushing / pulling trolleys or similar   |     | X  |   |
| Working at heights  |     | X  |   |
| Restraint ie: jobs requiring training / certification in physical interventions       |     | X  |   |
| Mental Effort   | Yes | No | If yes - Specify details here - including duration and frequency  |
| Interruptions and the requirement to change from one task to another ( give examples) | X   |    | Frequent interruptions which may require immediate assessment and action and occasionally unforeseen/unpredictable. Concentration for long periods of time undertaking secretarial or administrative duties |
| Carry out formal student / trainee assessments  |     | X  |   |
| Carry out clinical / social care interventions  |     | X  |   |
| Analyse statistics  | X   |    |   |

|   |            |           |   |
|---|------------|-----------|---|
| Operate equipment / machinery   |            | X         |   |
| Give evidence in a court / tribunal / formal hearings                               |            | X         |   |
| Attend meetings (describe role)   | X          |           | Attend meetings with stakeholders. May be required to present at broader management meetings. |
| Carry out screening tests / microscope work   |            | X         |   |
| Prepare detailed reports  | X          |           |   |
| Check documents   | X          |           |   |
| Drive a vehicle   | X          |           | May be required to attend meetings and vaccination sites .                                    |
| Carry out calculations  | X          |           |   |
| Carry out clinical diagnosis  |            | X         |   |
| Carry out non-clinical fault finding  |            | X         |   |
| <b>Emotional Effort</b>   | <b>Yes</b> | <b>No</b> | <b>If yes - Specify details here - including duration and frequency</b>                       |
| Processing (eg: typing / transmitting) news of highly distressing events            |            | X         |   |
| Giving unwelcome news to patients / clients / carers / staff                        |            | X         |   |
| Caring for the terminally ill   |            | X         |   |
| Dealing with difficult situations / circumstances                                   |            | x         |   |
| Designated to provide emotional support to front line staff                         |            | X         |   |
| Communicating life changing events  |            | X         |   |
| Dealing with people with challenging behaviour                                      |            | X         |   |
| Arriving at the scene of a serious incident   |            | X         |   |
| <b>Working conditions – does this post involve working in any of the following:</b> | <b>Yes</b> | <b>No</b> | <b>If yes - Specify details here - including duration and frequency</b>                       |
| Inclement weather   |            | X         |   |
| Excessive temperatures  |            | X         |   |
| Unpleasant smells or odours   |            | X         |   |
| Noxious fumes   |            | X         |   |
| Excessive noise &/or vibration  |            | X         |   |
| Use of VDU more or less continuously  | X          |           |   |

|   |   |   |  |
|---|---|---|--|
| Unpleasant substances / non household waste                         |   | X |  |
| Infectious Material / Foul linen                                    |   | X |  |
| Body fluids, faeces, vomit  |   | X |  |
| Dust / Dirt   |   | X |  |
| Humidity  |   | X |  |
| Contaminated equipment or work areas                                |   | X |  |
| Driving / being driven in <b>Normal</b> situations                  | X |   |  |
| Driving / being driven in <b>Emergency</b> situations               |   | X |  |
| Fleas or Lice   |   | X |  |
| Exposure to dangerous chemicals / substances in / not in containers |   | X |  |
| Exposure to Aggressive Verbal behaviour                             |   | X |  |
| Exposure to Aggressive Physical behaviour                           |   | x |  |