

Job title:	Transformation Coach (Full time)
Salary:	£21,282 to £27,672
Accountable to and Reports to:	Senior Transformation Coach
Location:	Brighton

The role

Initially, this role will be focused on our main product Workflow. Workflow's purpose is:

To encourage an environment of learning and innovation within and across practices that supports the development of learning communities able to make transformational change.

Workflow aims to help people to move onto the next step of their healthcare journey safely and efficiently, and to help them have the right information when they need it.

We achieve this by processing clinical correspondence in a timely, safe and efficient manner ensuring that medical records are up to date when needed.

The Transformation Coach works as part of a team with Transformation Leads, GP Trainers and Senior Transformation Coaches to support successful implementation of Workflow by practices and groups of practices.

You will form a close working relationship with the Administrative Assistants undertaking workflow in practices.

You will support the Transformation Lead(s) and Senior Transformation Coach(s) in organising the on-boarding and implementation of workflow by scheduling the calls and supporting the use of the learning platform by the practice and trouble-shooting any problems they have in the use of the technical tools.

Your challenge

Using a variety of learning media, you will form close working relationships with practice staff especially the Administrators who are implementing Workflow.

You will be able to explain the principles of Workflow and how implementation can benefit the practice and its patients.

You will schedule the teams' work in accordance with the learning schedule and support tools in Workflow.

You will be the key contact for the administrator when they go through the Workflow learning and implementation including e-learning modules. You will support them through responding to calls, messages and other learning support tools.

You will support the team by receiving and responding to incoming contact from customers (via email phone or social media). You will ensure the records on practices are kept up to date. You will send out information to practices to agreed timescales.

You will support the use of the learning tools by clients including the tools that monitor governance and effectiveness of implementation.

You will support and encourage a learning environment within your team and with clients.

You will contribute to the development of Workflow by gathering data and information that supports the improvement of Workflow and its higher aim to support the development of learning communities that are able to make further improvements to their local systems and practice.

You will identify your own development needs and agree how these can be supported.

To bring a wide variety of ideas, solutions and learning from previous implementations and change/improvement projects to support successful implementation and further development of our methodology.

You may need to carry out regular Workflow work for a practice to keep your skills up to date and your perspective of an administrator relevant.

This role may require you to travel nationally to workshops and out to practices as part of your support.

Your skills, knowledge, experience and outlook (the person specification)

You will be educated to degree level **or** have acquired the equivalent through experience, preferably acquired in the health and social care sector.

You will have experience of using coaching methods to support individuals and small groups to expand their knowledge and skills.

You will have experience of planning presentations and presenting complex information to individuals and small groups.

You will have held a role that required excellent organisational skills and the ability to work on your own initiative and as part of a team.

You will have experience of working with a GP clinical system in the operational running of a General Practice.

You will have the ability to become a specialist in Workflow and support implementation within a General Practice. You will be able to understand the issues that practices and especially administrators might have when implementing Workflow and in using the tools to implement Workflow and its governance processes.

You will have held a role where you had experience of using data to support changes in practice.

You must be able to travel as part of this role.

ABOUT HERE AND OUR CULTURE

We are a not-for profit, social enterprise, membership organisation delivering NHS services. Our members are local GPs, practice managers, practice nurses and our own staff.

We believe these things to be true

- Care is something we can choose to show for ourselves and each other at any time. Care is not exclusive to an appointment or a medical intervention
- We have a right to take control of our lives
- It takes courage to step forward and effect change. The capacity to lead is within us all
- Every interaction can be powerful if we choose to engage consciously. We know the ripples from these movements can go on to create profoundly positive change
- True care is a way of living that creates meaning between us all

Our Purpose in the World

Care Unbound. To create more possibilities for care in every moment.

How we work in service of our purpose

- We strengthen our capacity to care for ourselves and each other
- We recognise each opportunity to help people make meaningful choices
- We encourage ourselves to be guided by our values in the work we do every day
- We develop the capacity for leadership in ourselves and with all those we engage with
- We make improvements quickly where we recognise the opportunity, rather than waiting for perfect solutions

- We bring together the right people organisations and ways of working to create true partnerships

We believe in enabling people to take control of their health care journeys – we help to change the way health and wellbeing services work so care can focus on what matters to individuals.

We work to ensure that our culture is one that allows everyone to come to work as their ‘whole’ selves. For most of us, work takes up a big part of our day. We want to ensure that it’s enjoyable and speaks to us on a level deeper than ‘just getting the job done’.

Because of this:

- We run a coaching programme which enables everyone to learn how to become a coach and have access to coaching when needed
- We have a process called ‘Pirate Dave’ which allows peer-to-peer conversations about development
- We have a staff-run ‘Wellness Group’ that enable staff to set up initiatives that link to wellness/wholeness. This has included running yoga, installing a ping pong table in the rec room and buying free fruit for staff
- We have a staff-run ‘Time & Spaces Group’ who run organisational wide projects to ensure that every voice from the organisation is heard. They have been a big part of our recent office refurbishment which included installing a quiet room covered in grass for when we need to take a break and running an artwork competition so we can cover our walls with art created by our staff.
- We host mindfulness sessions twice per day

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of 'Here'. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and 'Here'.

Employees Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

JD author (name and job title):	Rita Garner Operational Lead
Date JD agreed:	5/6/17
Brief description of reason for review (if applicable)	
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