

Job Description & Person Specification

Job title:	Transformation Coach
Salary:	£21,282 to £27,672 per annum pro rata
Accountable to:	Senior Transformation Coach
Location:	Here, 5th Floor, 177 Preston Road, Brighton

The team

Practice Unbound is a service and innovation arm of the award winning Here, a not-for-profit social enterprise based in Brighton. Our team have been working together in healthcare since 2008.

As Practice Unbound we make tools and provide services that allow NHS practices to free up much needed GP time. And when you commission services through Practice Unbound, we reinvest in Primary Care development.

Using our Primary Care solutions, we bring healthcare professionals together to explore their biggest challenges, and to create new ways of looking after our communities, and each other.

Job Summary

You will provide proactive remote implementation support (via email, phone and video conference) to practices around the country supporting them to implement our products and programmes.

You will hold your own personal case load of practices, ensuring they know you are available for support and advising them on next steps

You be part of a team that hosts our Practice Unbound helpdesk answering incoming queries from practices taking part in our programmes

You will support training sessions or workshops around our products

You will use data to analyse where practices are at with their implementation progress and coach them through their next steps using motivation and persuasive techniques

Your challenge

- Form close working relationships with practice staff within your case load who are implementing our products
- You will be able to explain the principles of multiple products and how implementation can benefit the practice and its patients, to a variety of

different roles (GPs, PMs, Admin, and others) in a tailored way that shows them that it meets their needs

- You will schedule your own work in accordance with your team's priorities and escalate any risks or issues to work not being completed within agreed timescales
- You will be the key contact for practices as they go through the training, learning and implementation of our various products. You will support them by proactively calling and emailing them and setting up video conferencing when appropriate, talking them through their next steps and how they can see further success
- You will answer the Practice Unbound helpdesk offering a high quality of customer service and seeing practices requests through to completion
- You will ensure the records on practices are kept up to date in our Customer Relationship Management tool (CRM) including logging all your interactions with those practices.
- You will follow the processes, timelines and deadlines requested of you and escalate when you will not meet these
- 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 Practice Unbound products by gathering data and information that supports their improvement and their 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.
- You will use data to make decisions
- You will 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.
- 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 offer outstanding customer service at all times.
- You will have the ability to become a specialist in our products and support implementation within a General Practice. You will be able to understand the issues that practices might have when implementing our products
- You will have held a role where you had experience of using data to support change
- You must be able to travel as part of this role.

About us 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

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

CONFIDENTIALITY

As an employee of 'Here' you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by 'Here'. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in 'Here' owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on 'Here' premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by 'Here'. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP)

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):	Kerry Few (Integrated Operations Lead)
Date JD agreed:	05/04/2019
Brief description of reason for review (if applicable)	New job role
Version number	V1.0