

Job Specification

Job title: Transition Life Coach

Service: Provider Management and Market Development

Reporting to: Deal for Adult Social Care and Health Programme Lead

Your job

The Transition Life Coach is an important role in Preparing for Adulthood transformation. Our vision is to ensure children, young people and families in Wigan Borough are confident, resilient individuals, who are connected to their community and make an effective contribution, as responsible citizens. They should feel safe, whilst caring about their health, education, employment and their community.

You will work with key partners to ensure Preparing for Adulthood is a positive experience for young people and their families. You will be the key lead in developing relationships and models of integrated working with education, health, housing and social care. You will work creatively to convene the right support to address priorities at different levels, across a wide spectrum of services. You will develop and manage a service that encourages creativity and innovative approaches to service delivery.

Using an asset based approach you will have different conversations in an innovative way to help children and young people to identify achievable and creative outcomes, focusing on strengths, hopes, and dreams, ensuring these are clearly demonstrated in Education, Health and Care plans.

You will provide wrap-around support to ensure transitional arrangements achieve positive outcomes for young people, enabling them to reach their aspirations. To deliver this, you will co-produce the improvement of services with children, young people and families and invest in community options.

Leading on this crucial work, you will assist senior managers involved in delivering services, to implement new interventions and approaches to transition. You will learn how we can support and engage partners to positively impact on transition outcomes and develop strategic leadership and governance.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Implement innovative service re-design across children's and Adult Social Care and Health
- Develop and sustain excellent working relationships with key strategic partners, across the public sector (including education, health, housing and children's and adult social care) to enable them to think differently, and take a different approach
- Develop and build strong networks and relationships with children, young people and families, ensuring they are fully engaged in co-designing services in Preparing for Adulthood
- Help upscale the use of integrated personal budgets and person-centred technology
- Effectively lead and motivate individuals to deliver key objectives and will deputise for the

Programme Lead as required

- Support families in understanding the Local Offer and provide young people and families peer support and mentoring
- Design and implement new methods, systems and processes for the benefit of individuals
- Take a lead on and aspire to a stated aim of 'no meeting about me, without me' in transition
- Influence and motivate a diverse range of partners, in the public and voluntary sector, to achieve shared aims and priorities
- Work with partners and community groups to help children and young people build resilience at a much earlier stage, reducing inappropriate, expensive out-of-borough placements and long-term overdependence on health and social care and costs of avoidable crisis
- Create a 'one team' ethos, bringing together health, education and social care capacity in the place, using a strength-based approach to problem-solving and creative interventions
- Build strong relationships and networks across the voluntary, community and social enterprise sectors, understanding the assets and identifying the gaps to delivering prevention and early intervention
- Scope and analyse data to identify and recommend key areas for improvement to services
- Deliver key outcomes and improvement agendas through working in partnerships with children's, adults, health and social care and education
- Develop new and innovative approaches to engaging partners than positive impacts on transition experience
- Evaluate the effectiveness of a new role and its impact on service provision
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- Relevant professional qualification or equivalent level of significant experience relevant to the role
- Extensive experience of working directly with service users and families to achieve change and best possible outcomes to achieve a full and valued adult life
- Good knowledge and understanding of relevant legislation, best practice guidance and key national policy drivers in health and social care
- Extensive experience of working with schools, GPs, Occupational Therapists, Social Workers, mental health and other practitioners in Adult Social Care and Health
- Extensive knowledge of procedures and working practices of Safeguarding relating to children and adults and significant knowledge of change processes and their implementation
- Proven experience in managing the collection, analysis and reporting of management information
- Thorough knowledge drive and determination to push back boundaries to achieve positive outcomes in preparing for Adulthood, with the ability to develop that understanding in the minds of others
- An excellent understanding of the external market, the importance of market development and housing with care models, in transition planning
- A sound knowledge of assets and resources available and the ability to work across a diverse range of partners in the public and voluntary sector, with different drivers and accountabilities
- Proven track record of effective service delivery and development in Adult Social Care and Health and the ability to manage the competing priorities of partner agencies by putting the individual's interests first
- The ability to analyse quantitative and qualitative data to critically evaluate the effectiveness of the

service provided, its future direction and the effectiveness of interventions

- Excellent communication skills and the ability to communicate clearly and consistently to a wide cross-section of individuals at a high level
- The ability to think strategically and creatively, seeing the wider picture, whilst applying innovative solutions to organisational problems.
- Experience of working in a pressurised environment, where there may be ambiguity and competing demands
- The ability to work flexible hours (sometimes out-of-hours), in response to the needs of the service
- Hold a current driving licence or can demonstrate the ability to travel, as required, using own or public transport in the most effective manner

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough