



Job Description

- Job:** Coaching, Mentoring and Signposting Lead
- Salary:** £26,325 pro rata
- Contract:** 3 years (until 11/04/2024)
- Hours:** 22.5 hours per week (including some evenings and weekends)
- Location:** Flexible, but must be able to hold face to face meetings in Southampton as needed
- Funded by:** The National Lottery Community Fund
- Reporting to:** Operations Manager
- Job Summary:** To find, coach and support storytellers to tell their story at in person and online events. To look after myamazingstory.co.uk including updating with stories and relevant support organisations. To lead on developing a 'signposting' service for anyone involved in our community who might need further support. To support safeguarding across our community.
- Closing Date:** Tuesday 6th April 5pm
- Interview Date:** Between Monday 12th and Friday 23rd April

About Touch Network CIC

Our vision

Our vision is to enable storytelling events to take place in every neighbourhood across our city, to bring people together both in person and through an online community, sharing stories, creating connection and inspiring hope.

We want to empower our community to articulate their own story. Take ownership of it. See the positives and recognise their courage. Together, we want to create memories. Our storytelling events are sociable, guests are encouraged to believe in themselves and given the confidence to deal with tomorrow and the next day, and whatever life throws at them.

What we do

We share and celebrate everyday stories of resilience. By doing so, we prevent struggles with mental wellbeing beginning, or getting worse.

Through providing a platform to share and hear meaningful real-life stories using online and face to face events and tools, we cheer each other on and learn from one another. We use these stories to enable positive change in our communities and the NHS and social care environment.

The difference we make

We are a community brought together by stories, this in turn supports mental wellbeing and prevents mental ill health beginning or getting worse. We bring neighbourhoods together through sharing stories which builds on community cohesion and all the benefits that come with this. We improve services and experiences within NHS and Social Care by enabling practitioners to truly listen to the experience of those using their services, in turn helping practitioners to know what matters and build services around this.

Purpose of role

The purpose of this role is to provide support for all storytellers (whether online or face to face) before, during and after telling their story, ensuring they are supported, can get the most out of the opportunity, feel sure that it is the right thing for them and feel safe and supported as a result. The role includes leading on www.myamazingstory.co.uk and also developing a service whereby we can support any members of our community to access more specialist services as and when needed. The role will also include promoting the service www.togetherall.com to our community and working together with our Safeguarding external consultant to ensure we are supporting our community in the best way possible and in line with good practice.

Responsibilities

The main responsibilities are:

- To build relationships with potential speakers and support and coach them through their journey of telling their story (before, during and after).
- To work in partnership with our safeguarding external consultant to implement good practice across our organisation.
- To build links with and understanding of specialist agencies (national and local) that we can signpost our community to, as appropriate.
- To update our 'My Amazing Story' website with stories and relevant signposting tools and community services.
- To promote Togetherall as a 24/7 support organisation to our community.
- To keep good records and ensure all relevant permissions are given surrounding storytelling and to ensure storytellers understand fully the purpose of our storytelling and the relevant boundaries.
- To share information about the support needs of speakers and/or guests with other members of the team, as appropriate.
- To have an understanding and stay abreast of mental wellbeing issues, developments and policies and to share this knowledge with our team.
- To work as part of Touch Network team and contribute to our overall vision and mission as appropriate.
- Evening and/or weekend work will occasionally be required.



Person Specification – Coaching, Mentoring and Signposting Lead

Personal Qualities	Essential	Desirable
Able to build rapport and be understanding, supportive and encouraging of others	✓	
Understanding of and commitment to equality and diversity	✓	
Enthusiasm, a positive attitude and a self-starter	✓	
A positive approach and understanding of the importance of community	✓	
To be willing to be open and share some of own story as appropriate and where relevant		✓

Experience	Essential	Desirable
Experience of building and developing good relationships with people representing wide ranging demographics	✓	
Experience of supporting, mentoring and coaching people through a one to one's and as a group	✓	
Experience of supporting and encouraging colleagues	✓	
Experience of working well as part of a team		✓
Experience of referring people to and working in partnership with these organisations		✓
Experience of offering coaching and support via phone, online meetings and in person		✓
Experience of using Cloud based software and updating a Wordpress website		✓

Abilities, Skills and Knowledge	Essential	Desirable
Relevant training and/or qualification in Coaching and/or support/mentoring	✓	
Relevant training and/or qualification in Mental Health or wellbeing	✓	
Relevant training and/or qualification in Safeguarding	✓	
Educated to A/level or equivalent	✓	
Ability to focus, manage own workload and achieve set objectives	✓	
Ability to be directive when needed, supportive when not, and the experience to know which is needed when	✓	
Able to communicate clearly and influence people positively either 1-2-1 or in a group	✓	
Good organisational skills	✓	
Ability to communicate accurately, effectively and technically eg spelling grammar etc	✓	
Knowledge of MS Office applications and updating websites		✓

General	Essential	Desirable
Ability to contribute to the overall functioning of Touch Network	✓	
Available for evening or weekend work when needed	✓	
Ability to work flexibly	✓	
Good time keeping	✓	
Ability to work in Southampton when needed, for face-to-face meetings and events (socially distanced where appropriate)	✓	