



Job title	Individual Support Services Coach
Responsible to	Adult Support Services Manager
Geographical Reach	North Kent
Base	Dartford
Hours	13hrs
Salary	£13.13 p/h
Contract	1 year fixed term

Job Description: Out of Hours Individual Support Services coach, Dartford

Purpose of Post

The Out of Hours Individual Support Services Coach will deliver integrated, person-centred support focusing on mental health and wellbeing across North Kent. This role combines in person and digital one to one support for 1-16 weeks for clients aged 17+, dependent on needs of each individual.

The individual support services coach will empower clients to enhance their mental wellbeing, foster independence, and develop self-management strategies. Their approach will promote increased social inclusion and personal recovery, guiding clients towards achieving their goals and improving their overall quality of life.

Structure of Post

Adult Support Services coach will supervised by the Adult Support Services Manager and form part of a wider multi-disciplinary team. The post holder must be flexible to work in several venues throughout the North Kent area, and also at times in venues out of area. Working alongside the Adult Support Services Manager, you will also have the opportunity to help shape and deliver content, so excellent organisational skills are required.

The role requires flexibility to work across multiple venues in and around North Kent, with occasional travel beyond the area to support service needs, this may include but not be limited to community settings such as cafes, parks and community centres to include home visits where deemed safe by adult support services manager. The Out of Hours Individual Support Services Coach will be available Monday to Friday from 6pm to 8pm, and on Saturdays from 11am to

2pm. These extended hours are designed to meet the growing demand for out-of-hours support, particularly for individuals who work, have caring responsibilities, or need more flexible options beyond the typical 9am–5pm schedule. They will also be responsible for updating session notes in the relevant CRM system and recording client attendance, with both sets of information reported to the Adult Support Services Manager in weekly intervals. There is an expectation for the Out Of Hours Individual Support Services Coach to be working 60% in person and 40% hybrid model where appropriate.

For the purpose of calculating travel expenses, the North Kent Mind office in Dartford will be considered the contractual base. Travel time between venues during working hours will be counted as time worked. Travel expenses can be claimed only for distances that exceed the normal commute from home to base.

Key Responsibilities

General Duties (All Staff)

- Adhere to all North Kent Mind policies and procedures, including those on Equity, Diversity and Inclusion, Confidentiality, Safeguarding, and Health & Safety.
- Uphold the values of social inclusion, empowerment, and the recovery model in all service delivery.
- Respect and promote the autonomy, coping strategies, and individual strengths of all service users.
- Foster effective communication with external agencies and build positive working relationships with colleagues across the organisation.
- Participate in regular supervision, performance appraisal, and all relevant staff and team meetings.
- Attend required training sessions and organisational events.
- Undertake additional duties as reasonably delegated by the Adult Services Manager, CEO, or Board of Trustees.

Specific Duties

Service Delivery & Client Support

- Conduct initial assessments and manage a welcoming, respectful, and informative registration process.
- Assess suitability of referrals and manage intake, ensuring appropriate triage and signposting.
- Develop, review, and oversee an active caseload in line with service targets.

- Co-develop person-centred support plans with participants, incorporating individual goals, aspirations, and recovery outcomes.
- Deliver structured 1:1 interventions, ensuring all administrative tasks are undertaken within 24hrs of the session occurring.
- Prepare session materials, digital links, invites, and programme schedules as required.
- Facilitate all group activities in accordance with accepted good practice and organisational standards.
- Follow up with participants regarding non-attendance and sustained engagement.
- Work towards achieving all key performance indicators (KPI's) and annual targets as set out in each contract.
- Achieve wider outcomes including improved wellbeing for individuals, families, and reduced pressure on statutory services.
- Support with group facilitation where necessary.
- Complete weekly calls to client on wait lists for services and follow up emails.

Monitoring, Evaluation & Administration

- Embed and monitor all relevant outcomes frameworks and evaluation methodologies.
- Undertake collection, inputting, and analysis of performance monitoring data.
- Maintain accurate, timely, and confidential records of:
 - Client interventions
 - Outcome measures
 - Feedback
 - Employment outputs
- Ensure all data is recorded in line with monitoring systems and organisational requirements.
- Collect follow-up data for clients engaged beyond eight weeks.
- Support continuous service improvement through feedback reviews, course updates, and evaluation processes.

Teamwork, Partnership & Volunteer Support

- Work collaboratively with colleagues, embedding co-production into service design and delivery.
- Develop close working relationships with relevant local agencies and partners.
- Support the induction, development, and utilisation of volunteers and student social workers within the service.
- Contribute to a positive team culture through supervision, peer collaboration, and shared learning.

Professional Standards & Governance

- Deliver all services predominantly in-person, as directed by the Support Services Manager.
- Maintain a high standard of session delivery ensuring activities are:
 - Well planned and structured
 - Inclusive, safe, and accessible
 - Culturally sensitive and trauma-informed
- Manage risk effectively and respond appropriately to incidents or crises, following safeguarding and escalation procedures.
- Promote and ensure adherence to the service's Code of Conduct.
- Comply fully with organisational policies, monitoring systems, and reporting requirements.

Person Specification

Essential Criteria

Mental Health Awareness & Experience

- Demonstrable experience or a strong understanding of supporting people with mental health challenges, either in a professional, voluntary, or personal capacity.
- An understanding of the impact mental health conditions can have on an individual's daily life, relationships, and recovery journey.

Session Facilitation & Engagement

- Proven ability to plan, facilitate, and evaluate structured group interventions, psychoeducational courses, or wellbeing workshops.
- Confident in creating safe, inclusive, and engaging group environments that promote participation and learning.

Communication & Interpersonal Skills

- Excellent verbal and written communication skills, with the ability to engage sensitively and effectively with a diverse range of people.
- Strong active listening skills and the ability to build trusting, professional relationships with service users, colleagues, and external partners.
- Adaptability with communication styles when working directly with service users with neurodiversity.

Person-Centred & Trauma-Informed Approach

- Awareness of trauma-informed practice and a commitment to delivering support that is person-centred, strengths-based, and empowering.
- Respect for personal autonomy, cultural diversity, and lived experience.

Flexibility & Travel

- Willingness and ability to travel to multiple community venues across North Kent (primarily Medway).
- Flexibility to work some evenings and occasional weekends to meet service needs.

Organisation & Administration

- Strong administrative and IT skills, including accurate record-keeping, data input, and outcome monitoring.
- Excellent time management and the ability to work independently within agreed boundaries and deadlines.

Desirable Criteria

Lived Experience

- Personal or close experience of mental health challenges, either directly or through supporting others, with the ability to draw on this insight in a reflective and professional way.
- Understanding of neurodiversity, either through own diagnosis or family and friends with diagnosis or who identify as such.

Local Knowledge

- Understanding of the mental health and wellbeing landscape in North Kent, including community resources and referral pathways.

Qualifications & Training

- Relevant qualifications or training in mental health, counselling, psychology, social work, education, or a related field.
- Be willing to attend a full days training bespoke to the course content.
- Shadow other team members within their roles to understand the structure of service.
- Undertake half a day's induction with service manager.
- Attend a mandatory 3 day internal training.

Multi-Agency Working

- Experience working collaboratively with other professionals or agencies to support individuals with complex or ongoing needs.

Innovation & Creativity

- Ability to contribute to service development by bringing new ideas, adapting resources, and responding creatively to the evolving needs of service users.

Additional Information

- This role may require an Enhanced DBS check.
- Travel expenses are reimbursed in accordance with North Kent Mind's policy.
- All staff are responsible for ensuring they meet ongoing training and CPD requirements as directed by their manager.