



Role Definition for the Specialist Coach

The role of the Specialist

The purpose of this critical role in the Coach in a Box team is to support the Coachee at a deep and profound level so they gain a transformational experience (shift in attitude and hence their behaviour). The Specialist will:

- Assimilate the Coach notes using the data available and personal intuition in order to appreciate and “step into the world” of the client
- Build rapport and trust quickly with minimal contact and interaction
- Demonstrate to the client a sound understanding of their current position with maximum clarity and minimal interaction
- Pull together different elements from the client’s “story” offering them insights, blind spots and personal blocks which are held in the subconscious and unconscious
- Hold the client to the processes and challenges on offer
- Be aware of and work sensitively within the client’s development level
- Be flexible within the CiaB technologies and be prepared, where needed, to step outside of these and use own skill and talent in order to deliver an experience that is transformational for the client
- Pick up and be sensitive to the feelings of the client and help them to work with those feelings
- Manage own personal state during the coaching session using techniques that are meaningful to you
- Remain unattached to any expectations or a particular outcome
- Work in partnership with the allocated Personal Coach(s) to deliver a cohesive relationship and enable the Coachee to maximise the benefit of the process
- Represent the human face of Coach in a Box. Behaving with integrity and confidentiality and demonstrating the company’s values
- Be aware of personal limits and boundaries and know when to suggest external interventions
- To request additional personal supervision if required
- Providing feedback to our Client sponsors on themes and patterns of organisational behaviour

Working Methods

- To have received and delivered the Specialist process with an experienced Specialist in advance of delivery to a “live” client
- To have experienced a coaching product as a client in order to gain an understanding of how the Specialist role knits with the Coach role
- Receive Coachee phone calls, having ensured familiarity with the Coachee material and notes, Specialist guidance notes, the process and required outputs of each step
- Capture appropriate information to enable both the Coach and Specialist to hold a fair and accurate picture of each individual and their progress through the product
- To be aware of and willing to explore your own development areas through bi-annual supervision calls
- To be aware of data protection regulations and maintain client confidentiality
- The Specialist requires a phone and secure and confidential access to a PC and printer

Connection to the Coach in a Box organisation

- The Specialist reports to a Team Leader who manages quality, performance and development.
- Six monthly, two way reviews will be held between Specialist and Team Leader. For specific projects Specialists may also liaise with a Project Leader. This will be clarified at the beginning of each project.
- Two community learning days will be provided by the business to support the Specialist’s personal development. We may also provide additional development days for Specialists as the need arises.
- The Specialist works in a collaborative partnership with the Coach.

Person specification

Skills and experience (Knowing and Doing)

Skill or experience	Essential	Desirable
Coaching	✓	
Performance management		✓
Team/people management		✓
Knowledge and understanding of CinaB technology or equivalent therapeutic models	✓	
Basic PC skills; Word, internet, Outlook	✓	
Commercial/business understanding		✓
Written communication	✓	
Team working		✓
Customer service	✓	
Typing	✓	

Personal attributes (Being)

It is essential that a Specialist is able to bring to the role:

- Ability to build rapport in a non face to face situation
- Self motivation
- Effective personal organisation and time management
- Excellent verbal communication and listening skills
- A natural warmth and empathy
- Honesty and integrity
- Emotional resilience and ability to manage their own state
- Belief in personal development and a willingness to support others' development



Turning **coaching** on its head