

Professional Support Service

Supporting you as you support others



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Using this guide

The BASW Professional Support Service is a short-term, peer-to-peer listening service in which trained volunteer coaches support BASW members like you during COVID and beyond. This Professional Support Service is a new facility which has been set up in partnership with Strengthening Practice, who have been helping develop skilled social and healthcare workers since 2007 by providing helpful practice frameworks to local authorities and service providers, including BASW, throughout the UK.

It's easy to find a coach on the BASW Professional Support Service and this guide will take you through step-by-step how to do that, along with how to book an appointment. As this is a stand-alone platform that has been set up specifically to host this support service, we have protected the privacy of both coaches and social workers by including some extra layers of security. This means that you need to follow extra steps to log in.

If you have trouble logging your details or making a booking, you can contact supportservices@basw.co.uk





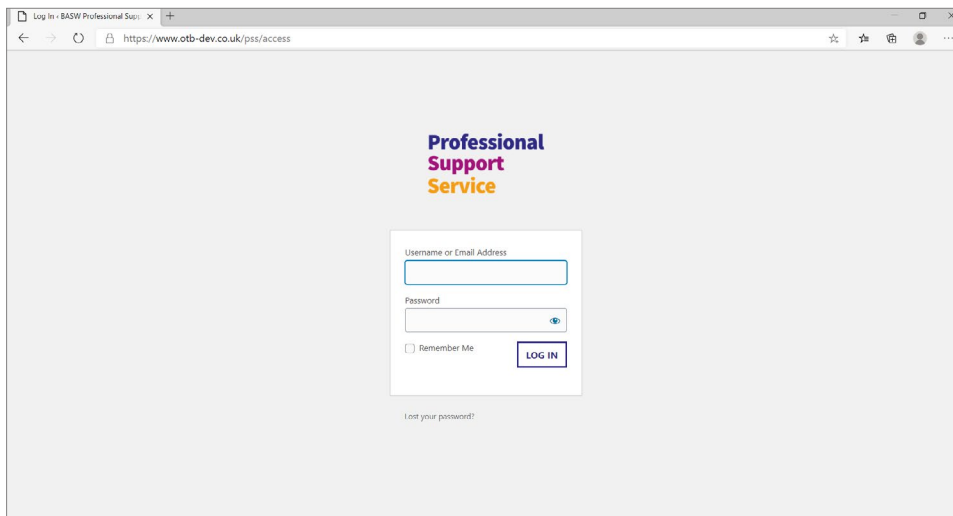
Coachee User Journey

01 Coachee User Journey

Let's start by logging in, then you will be able to find a coach and use one of two methods to book an appointment.

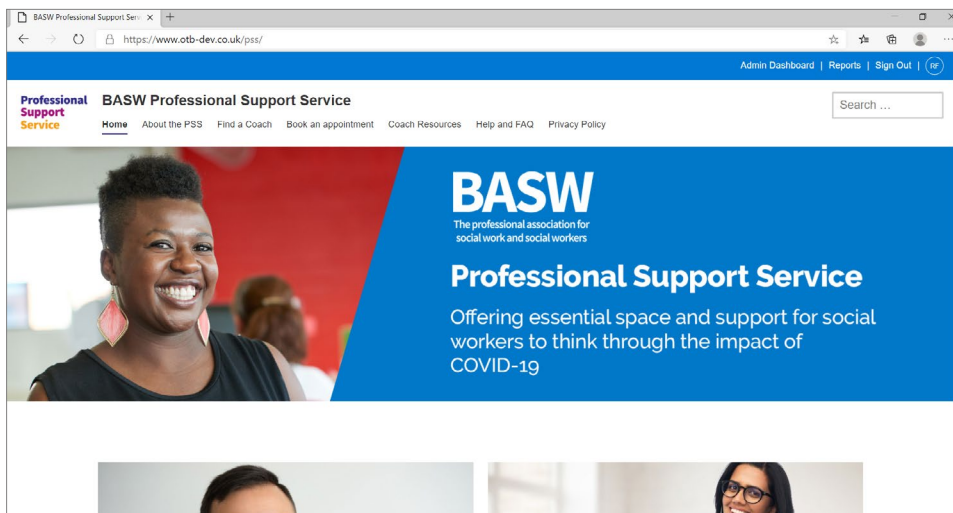
1.1 Open your preferred web browser. The PSS supports the Microsoft Edge, Chrome, Safari and Firefox browsers. Please note that it may not work correctly in old versions of internet browsers, including Internet Explorer 11, which is no longer supported by Microsoft.

1.2 In the web address bar type in: www.basw-pss.co.uk



1.3 Enter your username and password which you set up when registering. Then press the 'LOG IN' button.

1.4 You will be presented with this page:
www.basw-pss.co.uk/account/



01

Coachee User Journey

You will see various sections in the navigation, including FAQs, our privacy policy, etc. We will focus on two of the sections in this document:

- Find a coach
- Book an appointment

You can book an appointment in two ways:

- If you know the name of the coach you wish to book or would like to browse the list of available coaches by specialism, please navigate to the 'Find a coach' page.
- If you don't have a coach preference but would like to book by availability of coach for a specific date or specialism, navigate to the 'Book an appointment' page. Jump to section 3 of this guide for step-by-step instructions.

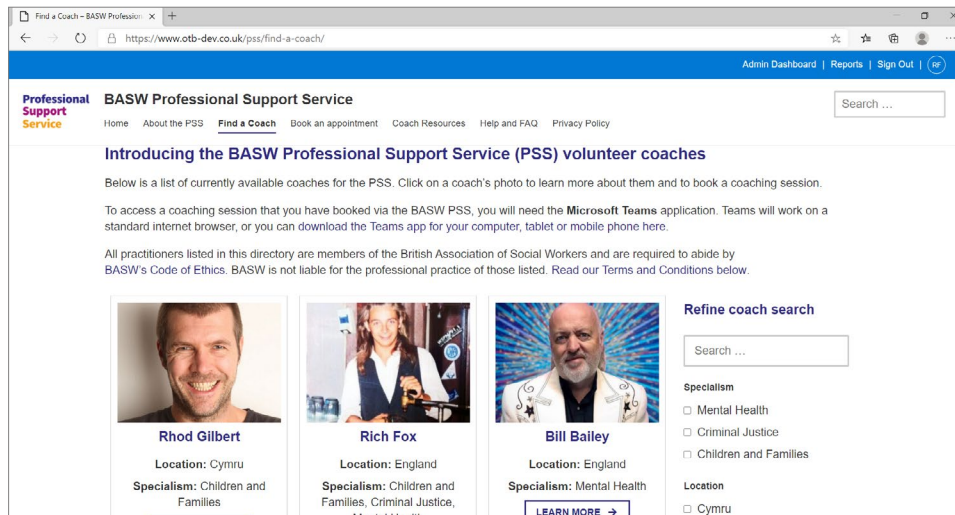


Find a Coach

02

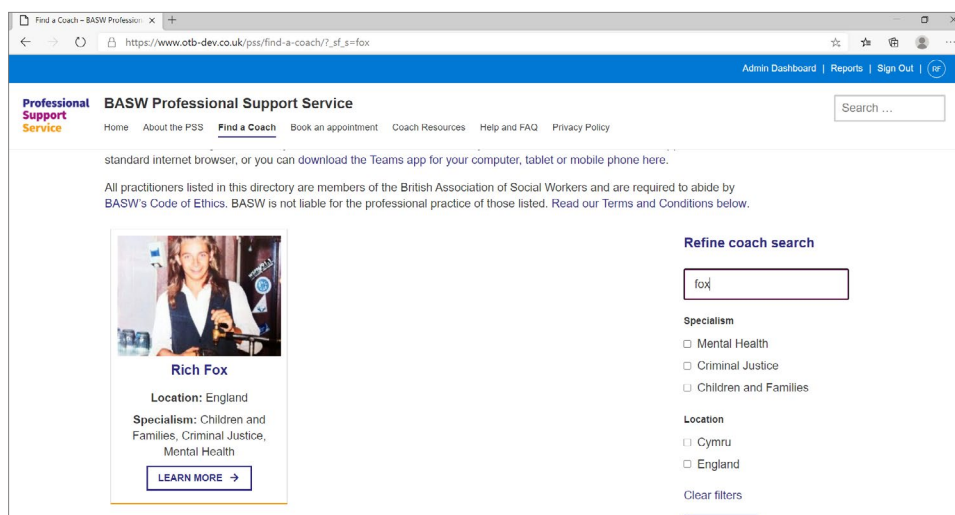
Find a Coach

Click on the 'Find a coach' button in the navigation, and scroll down the page where you'll see an introduction, and then a number of coaches.



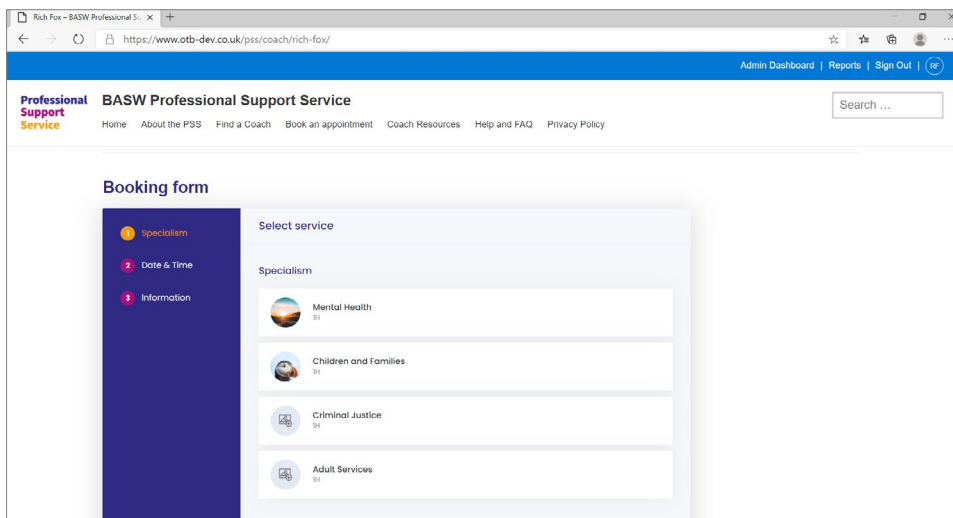
You can:

- 2.1 Refine the list of coaches by specialism or location. To do so, check the relevant boxes on the right-hand side of the page, and press on the 'Submit' button. The list of coaches will change accordingly.
- 2.2 You can search by name by entering the name of the coach (surname or forename, or both) in the search box and pressing the 'Submit' button (or hitting 'return' on your keyboard).

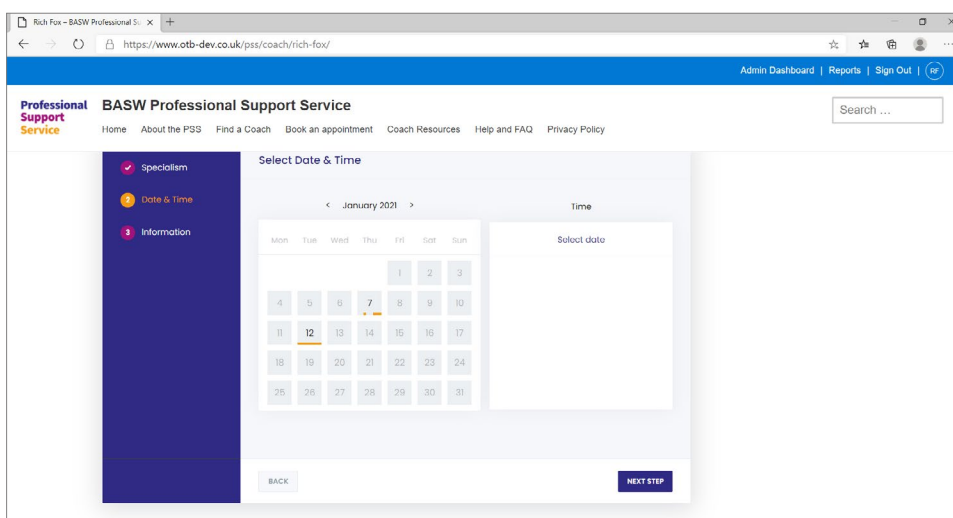


02 Find a Coach

- 2.3 If you know the name of the coach you wish to book or would like to browse the list of available coaches by specialism, please navigate to the 'Find a coach' page.
- 2.4 Once you've found the coach, click on 'Learn more' to read more about them.
- 2.5 To book this coach, scroll down the page to the Booking form.



On the Booking form, click one of the specialisms in the list. This will automatically take you to the calendar and you will see dates that the coach you have chosen is available.

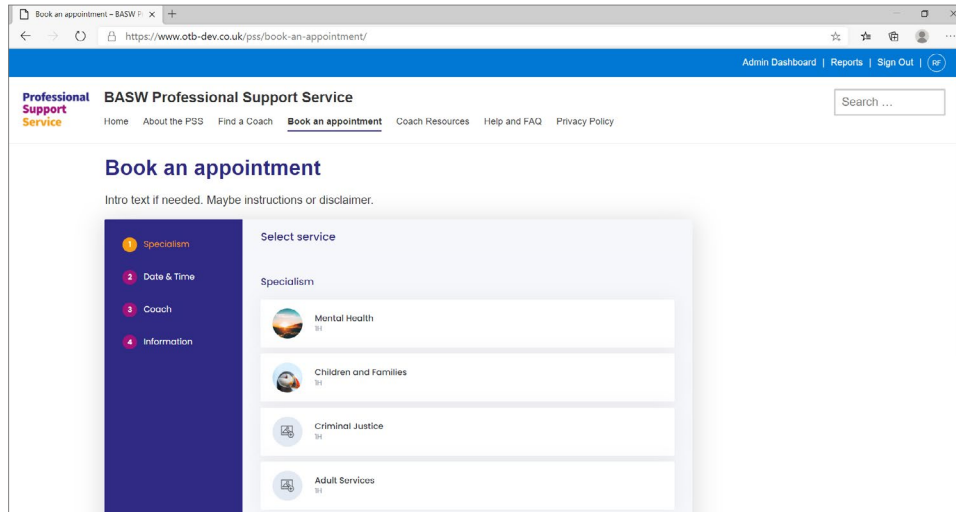


A close-up photograph of a hand holding a silver pen over a smartphone. The image is overlaid with a large, semi-transparent red circle. The text 'Book an Appointment' is centered in white, bold font over the red circle.

Book an Appointment

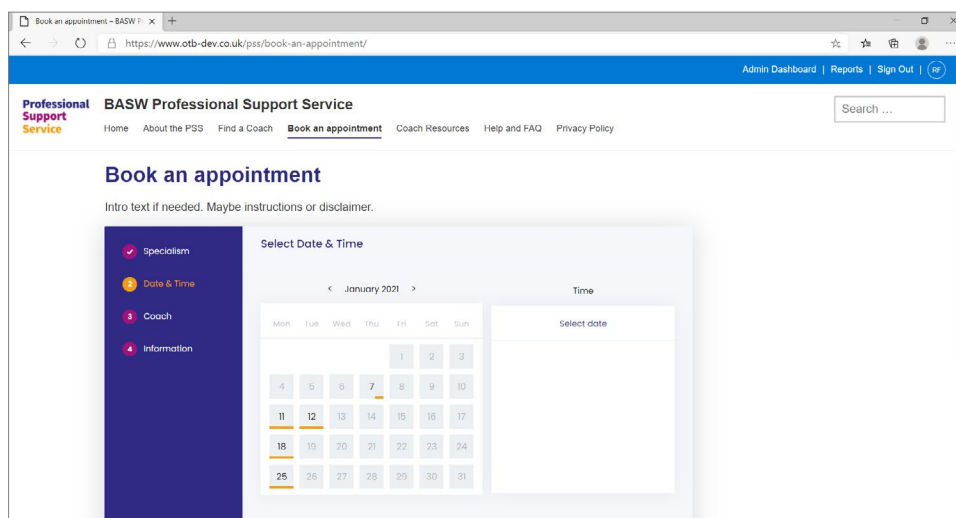
03 Book an Appointment

Click on the 'Book an appointment' button in the navigation, and you'll see the 'Book an appointment' page.



To book an appointment follow these steps:

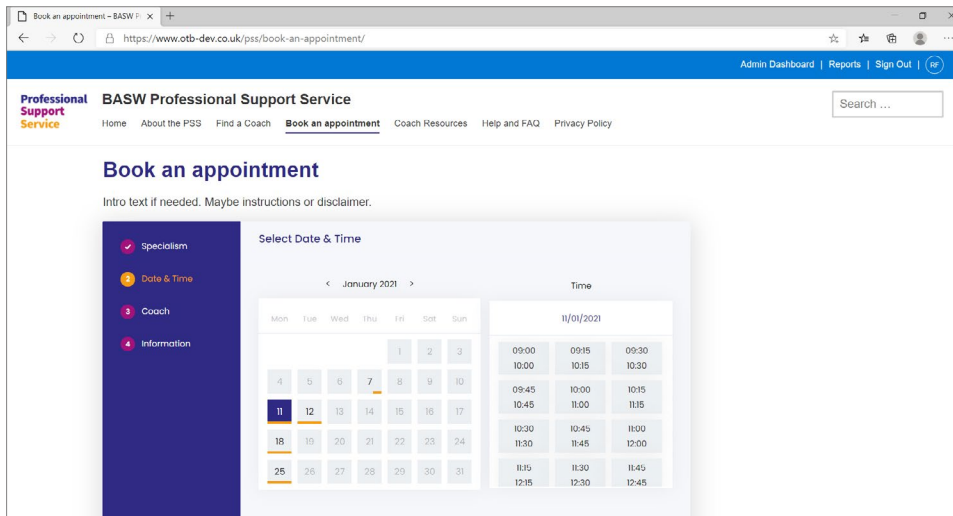
- 3.1 Click on the required specialism (mental health, adult services, etc.).
- 3.2 This will automatically take you to the calendar and you will see all available dates for all coaches for the specialism you have chosen.



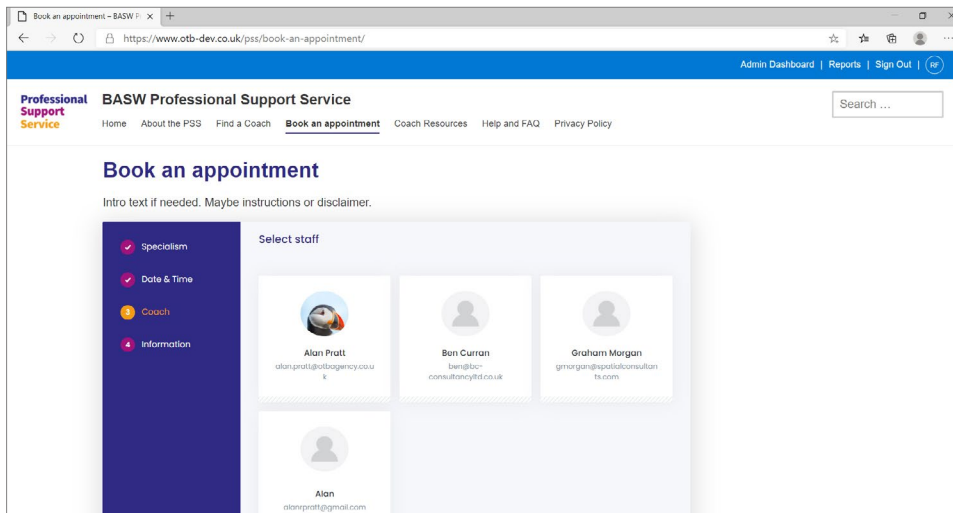
- 3.3 Click on the date you require, and the times which coaches are available on that date will appear under 'Times' on the right-hand side of the page.

03

Book an Appointment



- 3.4 Click on the time required for your appointment. The system will automatically move on to the 'Select staff' page with one or more coaches to choose from.



- 3.5 Click on any of the coaches, or on one in particular if you have a preference. The system will automatically move on to the 'Fill information' page.

03

Book an Appointment

Book an appointment - BASW | x
https://www.otb-dev.co.uk/pss/book-an-appointment/

Professional Support Service
Home About the PSS Find a Coach **Book an appointment** Coach Resources Help and FAQ Privacy Policy

Specialism
Date & Time
Coach
Information

Fill information

Name *

Email *

Phone *

How would you prefer to have the meeting? *

Video call Phone call

[VOLUNTEER PEER COACHING AGREEMENT](#) →

I have read and agreed to the Volunteer Peer Coaching Agreement *

Agreed

BACK CONFIRM BOOKING

3.6 Enter your name, email address, phone number, and preference for video or phone call for the appointment.

3.7 If you have any special accessibility requirements, please add them to the box under 'Do you have any special accessibility requirements?'

Book an appointment - BASW | x
https://www.otb-dev.co.uk/pss/book-an-appointment/

Professional Support Service
Home About the PSS Find a Coach **Book an appointment** Coach Resources Help and FAQ Privacy Policy

Date & Time
Coach
Information

rich.fox@otbagency.co.uk 07400 123456

How would you prefer to have the meeting? *

Video call Phone call

Do you have any special accessibility requirements?

[VOLUNTEER PEER COACHING AGREEMENT](#) →

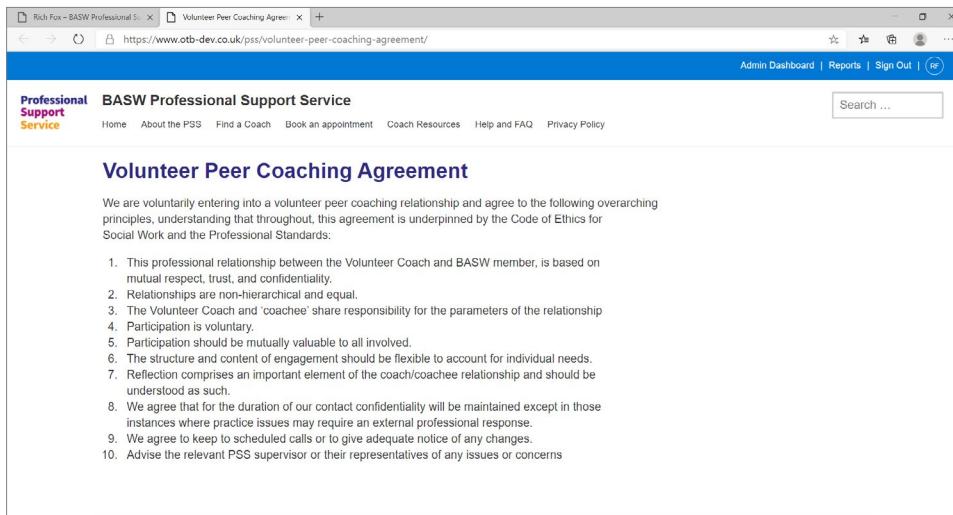
I have read and agreed to the Volunteer Peer Coaching Agreement *

Agreed

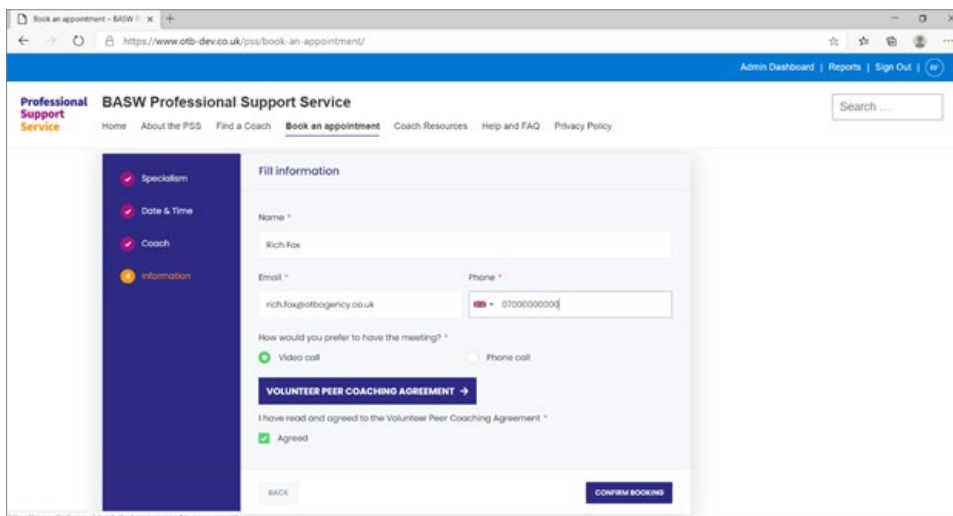
BACK CONFIRM BOOKING

03 Book an Appointment

- 3.8 Click on the 'volunteer peer coaching agreement'. This will open up in a new window.

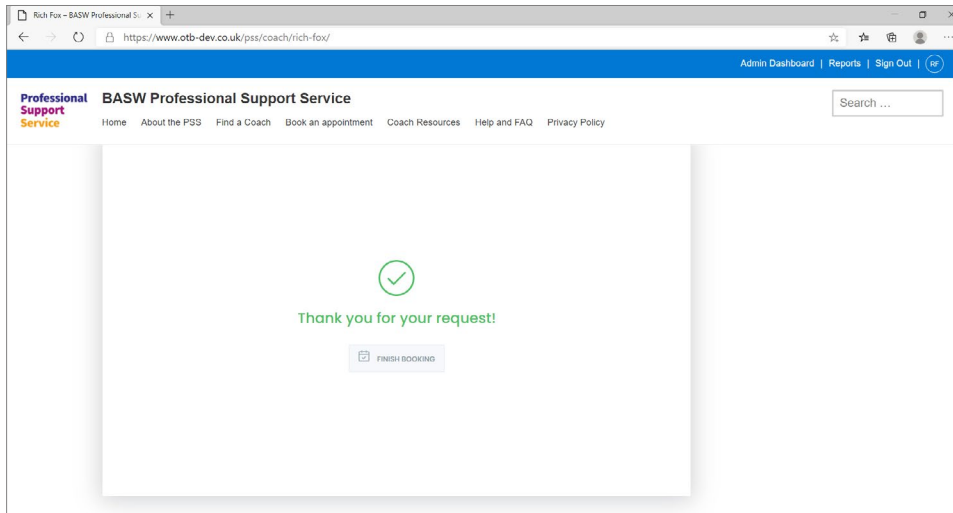


- 3.9 Read the agreement and if you agree with it, close the document and click on the 'Agreed' tick box on the 'Fill information' page.



03 Book an Appointment

- 3.10 Click on the 'Confirm booking' button. The booking will be confirmed if you have entered all of the details and ticked the 'Agreed' box for the coaching agreement. You will see this page:



- 3.11 You will receive an email confirming your booking with the Microsoft Teams details for the appointment. When the time/date arrives for your appointment, click on the Teams link in the email to go to the video call (if video call selected).



On the day of the coaching session

04

On the day of the coaching session

- 4.1 To attend the coaching session, click on the Teams link in the confirmation email.
- 4.2 The Microsoft Teams application will open, or you can access the meeting via your browser. If you're not logged in, you will be invited to log in.
- 4.3 Your Coach will be on the video call and you will both be able to see and hear each other within the Microsoft Teams video call environment.
- 4.4 Once the call has finished, please complete and submit the feedback form.

Cancelling a session

- 4.5 If you wish to cancel a booked appointment, you should find the email confirmation in your Inbox and click on the decline button.

Get in touch

If you have any trouble or have any questions, please email supportservices@basw.co.uk



**Professional
Support
Service**
Supporting you as you support others

BASW
The professional association for
social work and social workers

In partnership with



STRENGTHENING PRACTICE
DEVELOPING SKILLED AND VIBRANT PROFESSIONALS