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| Job title: | Health and Wellbeing Coach | Reports to: | Senior Health and Wellbeing Coach | Grade: | 4 |
| Organisation Unit: | Community Wellbeing Services | Responsible for: | Delivery of Health and Wellbeing Coach Services | Working hours: | FT / PT |

Job Purpose / Job Overview:

Support and empower patients to take control of their health and wellbeing by providing personalized coaching 1-1 and within groups. Coaching patients to set and achieve health and wellbeing goals through time-limited interventions, focusing on self-management and improving health outcomes.

Key Responsibilities

Working with Patients:

- Assess patient needs, set goals, and support self-management aligning with NHS Personalised Care Guidelines.
- Provide coaching to improve patient activation and health and wellbeing outcomes.
- Manage a caseload, making appropriate referrals when necessary.
- Develop and facilitate group sessions for education and peer support.

Administration:

- Identify patient cohorts for personalized care through practice level reporting.
- Maintain accurate records and support service audits ensuring KPI's are met within target.
- Participate in patient care meetings and support action follow-ups.
- Develop strong relationships with key organizations.

Team Working:

- Mentor new team members and work collaboratively with the care team.
- Participate in learning activities, team meetings, and feedback sessions.
- Promote the health coaching service and manage workload effectively.
- Support the leadership team with opportunities to develop the service.

Training and Development:

- Participate in training and development opportunities, including those provided by the service. Contribute to the evaluation and development of the health coaching role.

Key Results:

- Facilitate effective communication and continuity of care between patients and healthcare teams.
- Improve patient experience and receive positive feedback.
- Ensure tasks are prioritized according to urgency.

Person Criteria

Essential Qualities:

Empathetic, trust-building, effective communicator, organized, resilient, flexible, ability to motivate individuals and team, collaborative approach to working, commitment to equality and diversity.

Qualifications:

Minimum GCSE in Maths and English; Higher Level Qualification such as NVQ 3 or above in Health & Social Care, Psychology, dietetics/education/nutrition/fitness. desirable qualifications in health-related fields, coaching, or counselling.

Experience:

Experience in health/social care or community development, coaching, working in multi-professional teams, and IT proficiency.

Skills & Knowledge:

Active listening, behaviour change support, understanding health coaching, knowledge of relevant policies, desirable knowledge of NHS structure, self-management tools, and long-term condition management.

- **Process Adherence and Safety:** Utilize protocols and stay updated on process changes. Understand and participate in significant event reporting. Assist in preparations for CQC inspections or audits. Report IT or facility issues promptly. Uphold health and safety practices as per Partnership policies.