



WOLSELEY COMMUNITY AND ECONOMIC DEVELOPMENT TRUST
JOB DESCRIPTION

JOB TITLE	HEALTH AND WELLBEING COACH
RESPONSIBLE TO	PCN Lead Social Prescriber/PERSONALISED CARE SERVICES SENIOR TEAM LEADER
SALARY	£26,169 per annum pro rata (30 hours)

Main Purpose of Role:

Support people to take steps to reach goals to improve the way they manage their physical and mental wellbeing, based on what matters to them.

Duties and responsibilities

1. Provide one-to-one and group health coaching support for people with one or more long-term conditions, based on what is important to them, with the aim of: improving people's levels of 'activation', empowering people to manage their own health and improve their health outcomes.
2. Manage and prioritise a caseload, in accordance with the needs, priorities and support required by individuals in the caseload. It is vital that you have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the health and wellbeing coach role – e.g. when there is a mental health need requiring the patient be referred to an appropriately qualified practitioner.
3. Work as part of a multidisciplinary multi-agency team to promote health coaching and to be ambassadors for Personalised Care and Supported Self-Management, modelling the coaching approach in their work.
4. Maintain files and information held about patients worked with and ensuring these are up to date at all times.
5. Ensure that GPs, practice nurses, practice pharmacists and other members of the Primary Care team understand the health coach role, how to refer to them, and which patients may particularly benefit from health coaching.
6. Support local health, social care and voluntary sector professionals to make appropriate referrals to the service if permitted by the PCN. Promote and raise awareness of the health coaching service particularly to groups and communities that experience barriers to access.
7. Attend and contribute to team, practice, and PCN meetings and events as required.
8. Work flexibly, adapting to the needs of the service and client group while maintaining the integrity of the role.
9. Participate in regular health coaching supervision and continual learning.

10. Collect service user experience and impact of health coaching as part of the delivery of personalised care.
11. Participate and collect information that measures the impact of health coaching as an intervention.
12. Work with the principles of self-management to actively support:
 - Shared decision making with healthcare professionals;
 - Effective engagement with personalised health and care plans;
 - Proactive engagement with self-management education and peer support;
 - Proactive engagement with social prescribing, connecting people to community-based activities which support their health and wellbeing; proactive engagement with individually sourced activities and support
 - Access to a care-coordinator and/or a personal health budget, where needed / available
 - Helping people to understand their activation level when engaging with their health and wellbeing
13. Work closely within the MDT and with GP practices within the PCN to ensure that the relevant SNOMED codes to record activity are inputted into clinical systems, adhering to data protection legislation and data sharing agreements.
14. Know and adhere to Wolseley Trust and PCN policies and procedures.
15. Undertake any other duties appropriate to the grading of the post as required.

PERSON SPECIFICATION

Essential

Experience

- Using coaching approaches/frameworks and models or other helping strategies e.g. Motivational Interviewing
- Working in a multidisciplinary team
- Working in health and social care care/community development setting or similar
- Successful partnership working across statutory, voluntary and community sector
- Networking experience

Knowledge

- Educated to degree level or equivalent or equivalent experience
- Coaching/counselling qualification/experience or other relevant qualification/experience involving reflective listening skills
- Be willing to attend training with a non-clinical SSM health coaching skills programme (minimum 4 days) by a Personalised Care Institute (PCI) accredited trainer or organisation

Skills

- Able to use a range of tools and techniques to enable and support people, such as agenda setting, goal setting, problem solving.

- Demonstrable skills in supporting behaviour change.
- Excellent group and one-to-one facilitation skills including conflict resolution.
- Skilled in active and reflective listening, building trust and rapport quickly.
- Good people management skills.
- Strong organisational, time management and planning skills.
- Excellent interpersonal, communication and relationship building skills, enabling the post holder to engage and influence with a range of professionals and organisations.
- Computer literacy.

Personal Attributes

- Kind, reflective and self-aware and recognises what matters to people rather than what's the matter with them.
- Demonstrates their belief that people have untapped resources within them that can only be unleashed by providing a non-judgemental and empowering service.
- Takes an asset-based approach (able to work from strengths) in all their interactions with people, colleagues and the communities.
- Excellent communicator and influencer (able to build rapport with people easily).
- Operates with integrity and openness.
- Models the behaviour they want to see in others.
- Inclusive.
- Values diversity and difference.
- Understanding of and commitment to equality of opportunity and good working relationships.
- Commitment to continuous learning and development.
- Actively develops themselves and supports others to do the same.
- Commitment to and focused on quality, promotes high standards in all they do.
- A flexible approach to the working environment and able to work from more than one base.
- Able to work independently and as part of a team.
- Willingness to undergo a DBS check at enhanced level.
- Car driver able to use own vehicle for work.

Desirable

- An understanding of the biopsychosocial model of health and the social determinants of health.
- Understanding how to apply health coaching in group settings.
- A good understanding of the evidence base and development of Self-management in the UK
- Understanding of the importance and process of helping people with long-term conditions to develop their knowledge, skills and confidence in managing their health and the range of models and tools available, such as the Patient Activation Measurement (PAM).

WOLSELEY TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER AND IS FULLY COMMITTED TO ALL ASPECTS OF EQUAL OPPORTUNITIES PRACTICES.