



JOB DESCRIPTION

Job Title:	Health and Wellbeing Coach
Grade/Salary:	£26,484.31
Location:	St Mark's Medical Centre, Southport/Brighter Living Partnership
Hours:	Full time post at 35 hours per week
Term:	Fixed term: Expected up until March 2024
Accountable to:	Brighter Living Partnership Manager

Job Purpose:

The Health and Wellbeing Coach will provide personalised support to those suffering mental distress, including low mood, panic, anxiety, low self-esteem, sleep problems, relationship difficulties and bereavement. Integral to the role will be a population health and lifestyle approach, addressing issues including physical activity, substance misuse, healthy eating, sleep and stress management and building a supportive social network, using a range of tools such as goal setting and self-help opportunities.

The Health and Wellbeing Coach will work holistically to support individuals to take control of their health and wellbeing based on a 'what matters to me' approach. They will work as part of a multi-disciplinary team providing psychological and social support to complex patients. They will also work with individuals in community settings as part of the Living Well Sefton model promoting sustained behaviour change and health improvement.

Main Duties and Responsibilities:

1. Provide one-to-one health coaching support for people with common health 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. Coach people to plan and set their own goals and support them to identify possible solutions to the problems they are facing by utilising universal consultations tools and setting SMART targets.
3. Support the GP Practice to address population health management approaches including improving physical activity, healthy eating, sleep, relaxation and social

networks, whilst reducing the risks of substance misuse in conjunction with commissioned partners.

4. Manage and prioritise a caseload, in accordance with the needs, priorities and support required by clients of the practice.
5. Be responsible for accurate data inputting onto the EMIS system ensuring compliance with information governance.
6. Meet people on a one to one or group consultation basis, providing non-judgemental and non-discriminatory support, respecting choice and diversity and giving people the time to build trust with the coach.
7. Work closely with Social Prescribing Link Workers, Living Well Mentors and Mental Health Practitioners, co-working where appropriate, so that a co-ordinated approach is developed. Brokering access to a wide range of local services to support individuals to achieve goals and improve their health and wellbeing is essential to the role.
8. Maintain a thorough awareness of the community assets available in the Primary Care Network area.
9. Develop good working relationships with community groups and organisations within the Primary Care Network area and across the borough, maintaining high levels of professionalism at all times.
10. Attend Multi-Disciplinary Team meetings to discuss the specific needs of vulnerable patients, and contribute as part of the team to deliver a co-ordinated health plan to such patients.
11. Maintain a strong awareness and understanding of when it is appropriate or necessary to refer patients back to other health professionals/agencies, when what the patient needs is beyond the scope of the role.
12. Promote health coaching and be an ambassador for Personalised Care and Supported Self-Management, modelling the coaching approach in their work.
13. Identify opportunities and gaps in the service - and review risks and issues that could impact on service delivery. Provide feedback to continually improve the service and contribute to business planning.
14. Support the GP practice to achieve high levels of preventative care in regards to improving lifestyle.
15. Ensure that GPs, practice nurses, practice pharmacists and other members of the Primary Care team understand the Health and Wellbeing Coach role, how to refer to them, and which patients may particularly benefit from coaching, including raising awareness of communities with unmet need who may experience barriers to access.
16. Attend and contribute to team, practice and Primary Care Network meetings and events as required by the service.

17. Work flexibly, adapting to the needs of the service and client group while maintaining the integrity of the role.
18. Participate in regular supervisions, training and continual learning.
19. Undertake other duties as may be reasonably required within the general terms of the job description.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common-sense approach to this arrangement.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period.

Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Navajo Charter Mark (LGBTIQA+)

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.



Sefton CVS actively welcome people from LGBTIQA+ communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Living Wage Accreditation

In 2022, Sefton CVS were accredited as a Living Wage Employer in recognition of our commitment to ensure that all staff receive a Real Living Wage.



Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

REQUIREMENTS	E/D	HOW TESTED? Application Form/Interview/Refere nce/Test
QUALIFICATIONS AND TRAINING		
<ul style="list-style-type: none"> NVQ Level 3 in health care or equivalent in a relevant field 	D	Application
<ul style="list-style-type: none"> Higher education qualification relevant to the role 	D	Application
<ul style="list-style-type: none"> Evidence of continued professional development appropriate to the role 	E	Application/Interview
KNOWLEDGE AND SKILLS		
<ul style="list-style-type: none"> Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including a strong understanding of information governance and GDPR requirements 	E	Application/Interview
<ul style="list-style-type: none"> A thorough understanding of safeguarding issues for adults and children including high levels of confidence in appropriately raising safeguarding concerns in line with local policies 	E	Application/Interview

• Ability to prioritise and organise own work load	E	Application/Interview
• Knowledge of the 'personalised care' approach	E	Application/Interview
• Knowledge of the 'wider determinants of health' and their impact on communities	E	Application/Interview
• Ability to evaluate and implement appropriate service developments with support from managers	E	Application/Interview
• Excellent communication and interpersonal skills, able to communicate with people at a range of levels	E	Application/Interview
• Ability to work independently, under pressure with flexibility	E	Application/Interview
• Excellent team working skills	E	Application/Interview
• A clear understanding of the principles of health improvement and behaviour change	D	Application/Interview
• Excellent understanding of the range of community services available in Sefton	E	Application/Interview
• Willing to work flexibly outside normal working hours to meet the needs of the service	E	Application/Interview
• Good IT skills, confident in using a range of IT platforms, applications and devices	E	Application/Interview

EXPERIENCE		
<ul style="list-style-type: none"> • Extensive experience of working with challenging, client groups, e.g. mental health service users, those with substance misuse problems, people with learning difficulties etc. • Experience of supporting and empowering individuals to make positive changes in their lives • Experience of working as part of a multi-disciplinary team in a range of settings • Experiencing of managing and prioritising a case load of clients with competing demands • Experience of using databases, developing evaluation materials & reports • Experience of working with voluntary, community and faith groups in Sefton including small and volunteer-led groups • Experience of working collaboratively, across organisations to build relationships and improve outcomes for clients 	E	Application/Interview
	E	Application/Interview
	E	Application/Interview
	E	Application/Interview
	D	Application/Interview
	D	Application/Interview
	E	Application/Interview
PERSONAL REQUIREMENTS		
<ul style="list-style-type: none"> • Self-motivated, resilient and a resourceful problem solver • High levels of emotional intelligence able to quickly build rapport and positive working relationships 	E	Application/Interview
	E	Application/Interview

• Full driver's license and use of a vehicle for work	D	Application
-------------------------------------------------------	---	-------------

Common Requirements for all Sefton CVS posts

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information & Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.