**Health & Wellbeing Coach**

**Job Description & Person Specification**

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| **Job Title:** | Health & Wellbeing Coach |
| **Accountable to:** | Administratively: Practice Manager  Clinically: GP Lead |
| **Hours per week:** | 30 – 37.5 hours per week |
| **Rate of Pay:** | Depending on experience |
| **Term of Contract:** | Fixed contract to 31.03.2025 |

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| **Job Summary:** |
| The post holder will use their health coaching skills to support individuals with low levels of motivation to develop their knowledge, skills and confidence to manage their own health and wellbeing and lead a more fulfilling life. This role will be an approach that considers the whole person in addressing existing issues and encourages proactive prevention of new and existing illnesses. There will also be involvement with patients who may need additional support and guidance through certain stages of their primary care journey.  The successful applicant with take an approach that is non-judgmental, based on effective communication and negotiation skills, which supports personal choice and positive risk taking that addresses potential consequences and ensures the individual understands the accountability of their own decisions.  This is a varied role and much of the work undertaken will be of a highly confidential and sensitive nature. |

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| **Primary responsibilities:** |
| To work under the guidance of and in conjunction with the Practice Manager and GP Lead on the following:-   * Coach and motivate patients through multiple sessions to identify their needs, set goals and support them to implement their own health & wellbeing plan. * Provide personalised support to patients, their families and carers to ensure that they are active participants in their own healthcare; empowering them to take more control in managing their own health & wellbeing, to live independently, and improve their own health outcomes through:   + Providing interventions such as self-management education and peer support.   + Direct health interventions such as BP monitoring, weight management, pre-diabetes, lifestyle advice and immunisations as part of the patient's health plan.   + Supporting individuals to establish and attain goals set, based on what is important to them.   + Working with the patient and local health/social and third-party sectors to connect to community-based activities which support their own health and wellbeing. * Provide support to local community groups and work with other health, social care and voluntary sector providers that can support the individual’s health and wellbeing goals. * Provide additional support to patients who are 'vulnerable' in conjunction with and along side the Patient Care Coordinator, as necessary. * Ensure that fellow PCN staff are aware of health coaching and social prescribing services and support colleagues to improve their skills and understanding of personalised care, behavioural approaches and ensuring consistency in the follow up of people’s goals. * Raise awareness within the PCN of shared decision making and decision support tools and supporting people in shared decision-making conversations. * Work with people with lower levels of motivation to understand their level of knowledge, skills and confidence (their activation level) when engaging with their own health and wellbeing. * Explore and support access to personal health budgets, where appropriate, for their care and support. * Utilise existing IT and MDT channels to screen patients, with an aim to identify those that would benefit from health & wellbeing coaching. * To attend or present at Practice Meetings, Management Meetings, Trainee Doctor Meetings or Clinical Meetings as necessary. * Actively undertake and participate in relevant audit topics in conjunction with Management Team * To ensure timely and accurate information is recorded in the electronic medical record ensuring all relevant templates are used. * To liaise with the Care Navigation Team for the dissemination of information internally for staff (notice boards) and for patients within the waiting area and to also provide information on a weekly basis to be shared on social media for the benefit of patients. * To be involved in local 'patient experience' sessions as deemed appropriate for the patient demographic * Able to follow legal, ethical, professional and organisational policies/procedures and codes of conduct * Recognises priorities when problem-solving and identifies deviations from normal pattern and is able to refer to other health and social care professionals when appropriate. |
| **Secondary Responsibilities:** |
| * You will be expected to take part in the training programme for any new or role changing staff members as requested by Management. * Participate in the induction plan for all new staff members as requested by Management * Maintain close and effective communication with colleagues. * Obtain a good understanding of SystmOne and understanding of General Practice. * Undertaking continuing professional development in line with practice requirements. * Undertake any projects deemed appropriate and role relevant by the Practice Manager or Operations Manager. |

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| **Generic Responsibilities** |
| All staff at have a duty to conform to the following:  **Equality, Diversity & Inclusion (ED&I)**  A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.  Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is of paramount importance and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at Newhall Surgery must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At Newhall Surgery, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.  **Leave**  All personnel are entitled to take leave. All staff will be encouraged to take all their leave entitlement. |

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| **Person Specification – Health & Wellbeing Coach** | | |
| **Qualifications** | **Essential** | **Desirable** |
| ECDL or equivalent | ✓ |  |
| Good standard of education with excellent literacy and numeracy skills | ✓ |  |
| Diploma/HNC Level (or relevant experience) | ✓ |  |
| NVQ Level 2 Business Administration (or equivalent) |  | ✓ |
| Training in motivational coaching and interviewing | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Previous experience working with healthcare professionals either in the NHS or social care |  | ✓ |
| Experience of working with the general public | ✓ |  |
| Experience in supporting people and their families and carers in a related role |  | ✓ |
| NHS/Primary Care General Practice experience |  | ✓ |
| Experience of data collection and providing monitoring information to assess the impact of services | ✓ |  |
| **Skills** | **Essential** | **Desirable** |
| High levels of confidentiality | ✓ |  |
| Excellent communication skills (written and oral) | ✓ |  |
| IT skills (generic) including PowerPoint, word and excel |  | ✓ |
| EMIS / SystmOne / Vision user skills |  | ✓ |
| Effective time management (Planning & Organising) |  | ✓ |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Excellent interpersonal skills | ✓ |  |
| Motivated and proactive | ✓ |  |
| Ability to work alone but also to work as part of a team | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Maintains confidentiality at all times | ✓ |  |
| Full UK driving licence |  | ✓ |

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.