

## Our purpose: 'Making People Better'

### Job details

<b>Job title</b>	Health and Wellbeing Coach
<b>Department</b>	NHS Mental Health Service
<b>Location</b>	Within Contract Area (Bristol, North Somerset, and South Gloucestershire)
<b>Reporting to (job title only)</b>	Healthy Living Healthy Minds Lead
<b>Job purpose</b>	<p>The Health and Wellbeing Coach will work in the community providing health and lifestyle coaching and care co-ordination within their areas. This includes facilitating and creating wellbeing workshops and classes online, by telephone, and face to face, partnership working with local community groups and services, co-delivery of programme with other healthcare specialists.</p> <p>Creation and facilitation of our Healthy Living, Health Minds Programme, typically physical health and exercise, diet and nutrition, supporting and advising service users on healthy lifestyles and exercise techniques, on an individual basis and also in a group setting. Classes will incorporate mental health awareness, diet and nutrition (generic and specific to long term conditions). Co-delivery of classes with other health care specialists with long term conditions, such as Diabetes, COPD, Chronic Pain.</p> <p>This will require coaches to be familiar with the bio-psychosocial model of health, 1-1 and group exercise instruction, correct postural guidance and have an interest in mental health and community support. They will need to be able to form a therapeutic relationship with service users, to motivate and support them in the class. In addition, they are required to ensure that general administrative tasks are performed in a professional and efficient manner and assist with other tasks, as required, in the best interests of the company.</p>
<b>Role and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Create and deliver classes/webinars on structured exercise, wellbeing, and diet and nutrition</li> <li>• Deliver 1-1 coaching sessions with service users over the telephone and face to face to enable positive behavioural changes</li> <li>• Use non-clinical outcome measurement tools to determine wellbeing and improvement</li> <li>• Develop wellbeing content for marketing materials for service users and online content</li> <li>• Work with identified partners in specialised areas to co-deliver and co-produce specific classes/leaflets and information for wellbeing</li> <li>• Work with identified specialist Long Term Healthcare providers to co-create and facilitate classes in areas such as diabetes, COPD, MSK/Chronic pain.</li> <li>• Run exercise classes and deliver education sessions in a professional manner</li> <li>• Provide wellbeing navigation: co-ordinated care packages enabling service users to receive active and engage in facilitated sign posting to community services/third sector organisation which will enhance overall wellbeing.</li> <li>• Maintain a friendly and supportive environment for the service users, communicating with them and motivating them by being positive about their capabilities and goals.</li> <li>• Maintain accurate records in line with VHG core standards of practice</li> </ul>

	<ul style="list-style-type: none"> <li>• Actively participate in multidisciplinary team working with other specialists where appropriate.</li> <li>• Handle enquiries from referrers as a point of contact for all service users in their care</li> <li>• Liaise with other medical professionals in the team and involved in the management of the service user</li> <li>• Liaise with referrers, community services and partners to ensure service users are actively engaged in their care</li> <li>• Keep up to date with evidence-based practice/guidelines and assist in the development of the programme in line with available evidence</li> </ul> <p><b>Administration Tasks</b> The Health and Wellbeing Coach will be required to perform administrative tasks, such as record keeping on our dedicated patient record system, use of outcome measures, and preparing packs on a daily basis, and completing any course paperwork.</p>
<b>Additional information</b>	<ul style="list-style-type: none"> <li>• The role is part home-working and part based at one of our hubs but is expected to work flexibly in the community to deliver individual programmes to service users. Due to COVID the role may initially be predominantly home-based working and providing virtual sessions with service users.</li> <li>• Will require access to a car at all times with a full, clean UK driving licence.</li> <li>• May be occasionally required to travel to other centres and stay away overnight</li> <li>• Work independently off site</li> <li>• Ability to undertake occasional evening and weekend working as and when required.</li> </ul>

**Person specification:**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Recognized qualification in exercise instruction (such as Level 3 Diploma in Gym Instructing and Personal Training).</li> </ul>	<ul style="list-style-type: none"> <li>Certificate / diploma in behavioural change, personal coaching, or motivational interviewing</li> <li>First Aid</li> <li>Recognized qualifications in exercise class instruction</li> <li>Level 3 Exercise Referral</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working within health and wellbeing services</li> <li>Experience of working with people experiencing mental wellbeing difficulties</li> <li>Delivering 1-1 and group activities</li> <li>Ability to demonstrate practical skills to provide support with daily living activities including diet and nutrition</li> </ul>	<ul style="list-style-type: none"> <li>Health Promotion</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Ability to undertake assessment of needs</li> <li>Collaborative working to design a Health and Wellbeing Plan</li> <li>Excellent communication and presentation skills</li> <li>Good IT ability, e.g. good understanding of Microsoft Office programmes</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Local services to support vulnerable adults</li> <li>Knowledge of own limitations in the context of the work role undertaken.</li> <li>Extensive knowledge of health &amp; wellbeing</li> </ul>	<ul style="list-style-type: none"> <li>Psychological Therapies</li> <li>Mental Health NHS NICE guidelines</li> </ul>

<p><b>Personal competencies and qualities</b></p>	<ul style="list-style-type: none"> <li>• Self-Care and Resilient</li> <li>• Active Listener</li> <li>• Motivational</li> <li>• Solution focussed problem solving</li> <li>• Organisational skills</li> </ul>	
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