Health and Wellbeing Coach

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| Job title: | Health and Wellbeing Coach |
| Department: | NHS Talking Therapies Mental Health Service |
| Location: | Hybrid / Leicester, Leicestershire, and Rutland (LLR) |
| Reporting to:  (job title only) | Health and Wellbeing Team Manager |
| Direct reports:  (job title only) |  |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | The Health and Wellbeing Coach will work with service users in the community within an NHS Talking Therapies service providing health and wellbeing coaching and care co-ordination within their areas. This includes facilitating health and wellbeing group workshops, delivering online and face to face exercise classes, and delivering 1:1 coaching typically by telephone or video call. 1:1 coaching sessions involve encouraging service users to increase their physical activity levels and healthier eating, SMART goal setting, and discussing barriers to making lifestyle changes. The aim of our health and wellbeing programmes are to help service users feel better by helping to address factors that traditional talking therapies may not support with directly.  This role will require familiarity with the NHS recommendations for a healthy lifestyle, experience in SMART goal setting and progression of goals, exercise instruction, and have an interest in mental health and community support. This role requires the ability to build rapport and form a working relationship with service users, and to motivate and support them in their journey. In addition, the role requires general administrative and service development tasks that are performed in a professional and efficient manner. It will also involving assisting with other tasks, as required, in the best interests of the company. |
| Role and Responsibilities: | * + Deliver online and face to face workshops on a variety of topics such as: structured exercise for mental wellbeing, nutrition, and making long term changes to lifestyle.   + Deliver online and face to face exercise classes   + Deliver 1-1 sessions with service users over the telephone or video call to enable positive behavioural changes.   + Sessions will incorporate mental health awareness and guidance to encourage our service users to improve their physical activity levels, diet, to improve their mental wellbeing. They will also encourage healthier habits and goals around improving sleep and increasing resilience to stress.   + Use non-clinical outcome measurement questionnaires to determine wellbeing and improvement.   + Assist in developing wellbeing content for service users.   + Deliver exercise classes and workshops in a professional manner.   + Maintain a friendly and supportive environment for the service users, communicating with them and motivating them by being positive about their capabilities and goals.   + Maintain accurate records in line with our core standards of practice.   + Actively participate in multidisciplinary team working with other specialists where appropriate.   + Actively support the wider Health and Wellbeing Coach team remotely across our other services.   + Liaise with other medical professionals in the team and be involved in the management of the service user.   + Liaise with referrers, community services and partners to ensure service users are actively engaged in their care.   + Keep up to date with evidence-based practice/guidelines and assist in the development of the programme in line with available evidence.   + Assist in any other task as reasonably required.  Administration Tasks The Health and Wellbeing Coach will be required to perform administrative tasks, such as record keeping on our dedicated patient record system and use of outcome measures, on a daily basis.  **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.   * Be aware of the impact of your behaviour on others. * Ensure that others are treated with fairness, dignity, and respect. * Maintain and develop your knowledge about what EDI is and why it is important. * Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice. * Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance:  (where applicable) | * + The role is a mainly home-based, but will include an element of face to face working, working flexibly dependent on regional demand for workshops and exercise classes.   + Some of our exercise classes are delivered online from home, therefore an internet speed of a minimum of 10mbps is required. In addition, the post holder will require a suitable area at home with a clear background and space to deliver online exercise classes.   + Ability to work one set evening each week between Monday-Wednesday (12pm-8pm), working flexibly to cover the team as required.   + Must be able to travel across the LLR region.   + Will require access to a car with a full, clean UK driving licence.   + May be occasionally required to travel to other centres and stay away overnight.   + Work independently. |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Educated to minimum Level 3 in Personal Training or Exercise Instruction (or equivalent). This qualification must be accredited (such as by REPs or CIMSPA). | * + Certificate / diploma in behavioural change, personal coaching, or motivational interviewing   + First Aid   + Recognized qualifications in exercise class instruction * Level 3 GP Referral (also known as Level 3 Exercise Referral) |
| **Experience** | * + Working within health and wellbeing services   + Experience of working with people experiencing mental wellbeing difficulties   + Delivering 1-1 and group activities/exercise classes * Ability to demonstrate practical skills to provide support with healthy lifestyles | * + Health Promotion |
| **Skills/knowledge** | * + Ability to undertake assessment of lifestyle needs   + Active listening skills   + Collaborative working with service users to design and implement SMART goals   + Ability to progress SMART goals at an appropriate pace   + Excellent communication and presentation skills * Good IT ability, e.g. good understanding of Microsoft Office programmes   + Excellent knowledge of NHS recommendations for physical activity and nutrition   + Knowledge of own limitations in the context of the work role undertaken   + Basic knowledge of common mental health problems, such as anxiety and depression | * Speaks another language   + Psychological Therapies   + Mental Health NHS NICE guidelines |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Self-Care and Resilient   + Active Listener   + Motivational   + Solution focused problem solving * Organisational skills |  |

# Version Control

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| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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