



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Health and Wellbeing Coach</b>
<b>HOURS:</b>	<b>37.5 hours per week</b> <b>Monday – Saturday</b>
<b>CONTRACT:</b>	<b>Permanent / Full-Time</b>
<b>REPORTS TO:</b>	<b>Wellbeing Services Team Lead, PCN Management Team and PCN Clinical Directors</b>
<b>BASED:</b>	<b>Worcester City Primary Care Network (PCN)</b>
<b>SALARY:</b>	<b>Band 4</b>

### **Job Summary**

The Wellbeing team with Worcester City PCN are looking to recruit a proactive individual, who is passionate about supporting patients within our communities to take a holistic approach to improving their personal resilience and wellbeing.

You will be working as part of a dynamic team at Worcester City PCN that is made up of 9 GP practices that cover a patient population of approximately 125000.

The successful post holder will work with a diverse range of people from different cultural and social backgrounds. The ability to work confidently and effectively in a varied, and sometimes challenging environment is essential.

### **Job Purpose:**

- Responsibility for providing support to a cohort of patients who will benefit from proactive health management.
- Teaching and supporting patients and carers to understand and manage their own conditions and maintain an independent lifestyle through health coaching techniques to encourage patient activation.
- Supporting the development of personalised patient care and support plans, liaising with the GP practice team, patient and or carer and specialist teams as appropriate.





- Playing an active role in MDT meetings if required (regular meetings to discuss high risk and/or complex patients) by gathering information and being prepared to update the team on patient progress towards goals etc. (as per their care plan)
- Map and connect community activities and resources at a locality level including working closely with the Social Prescribing Link Workers to support the PCN population.
- Support the delivery of community based public health initiatives such as physical activity, healthy eating, and social connectedness.
- Adopting a multi-disciplinary and multi-agency approach to care, ensuring a holistic approach to patients' needs.
- Participating in relevant clinical and service audits.
- Maintaining professional and personal development aligned to role.

### **Key Duties**

- Manage a caseload of patients and develop personalised care plans based on patient's needs.
- Work as part of a team within the Wellbeing Services, as well as the wider PCN team.
- Build relationships with staff in GP practices within the PCN, attending MDT meetings, and giving information on wellbeing coaching as needed.
- Support delivery of relevant Quality Improvement projects working at a place level in collaboration with the neighbouring PCNs as required.

### **Skills and Knowledge**

- An understanding of wellbeing coaching, social prescribing, and the value of non-clinical services to support people with health and care needs
- Familiarity with working in multi-disciplinary teams in a holistic and person-centred way
- An understanding of the needs of people with a long-term illness, low level mental ill health, or disability and the impact this has on their health and wellbeing
- An understanding of low level mental ill health, such as stress, anxiety and low mood, and effective management techniques
- An understanding of the emotional and mental health, social and economic implications of living with long-term health conditions.





- Knowledge and understanding of the principles of safeguarding vulnerable adults & children.
- An understanding of the factors that contribute to social isolation and loneliness and its impact in health
- Good general education or equivalent experience
- Excellent written and verbal communication skills
- Experience working with the public
- Ability to manage own time and workload
- Ability to work unsupervised
- Awareness of issues surrounding health inequalities
- IT (Information Technology) literate
- Ability to travel around Worcester City as needed

### **Complexity and Creativity**

- To work as part of a team and maintain effective working relationships
- Ability to use initiative to develop schemes and one-off activities in line with the health & wellbeing agenda.
- Be creative and innovative in approach to new health & wellbeing interventions.
- Work is carried out within clearly defined rules and procedures
- This role requires the individual to work independently and think on their feet when responding to the needs of the patient, while maintaining clear professional boundaries

### **Travel Designation**

- Must be able to travel across Worcester City as needed, working locations may be different throughout the week

### **General**

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the PCN's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.





## **Safeguarding**

- Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant PCN policies. All employees should take part in training in order to maintain their skills. Front-line practitioners should access regular supervision and support in line with local procedures.

## **Health and Safety**

- All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the PCN by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.
- Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

## **Infection Control**

- All SW Healthcare staff have a personal responsibility to ensure that the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar with and adhere to current policy and guidance on infection prevention and control, (2) participate in the company induction programme and statutory/mandatory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans.

## **Personal Responsibilities**

- Ensure professional knowledge is regularly updated and keep abreast of relevant developments
- Take responsibility for self-development on a continuous basis, undertaking this in work or development opportunities as appropriate
- Participate in personal objective setting and review
- Adhere to the NHS Code of Conduct, professional codes of conduct and the Nolan principles.
- Act as an ambassador for the PCN and its services
- Promote the objectives and ethos of the PCN/Federation at all times





- Respect the confidentiality of any confidential information shared during the course of employment.
- Actively participate in own professional development, adhering to professional governing bodies' governance structures including CPD requirements.

### **Confidentiality:**

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder will have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source, and held in any format, is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

### **Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members and managers
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

### **Health & safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks





- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

## **Equality and diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.





## Person Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>English and Maths GCSE or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Coaching Qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Evidence of ability to both work autonomously and to seek support and guidance when appropriate.</li> <li>Evidence of achieving targets and proactive approach</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of working within a multidisciplinary team</li> <li>Evidence of target based work experience</li> <li>Coaching experience</li> <li>Experience working with GP surgeries</li> <li>Experience working with people with low level mental ill health</li> <li>Smoking cessation training (or willingness to train)</li> <li>Experience with alcohol or drugs brief intervention training (or willingness to train)</li> <li>Experience of working with groups (or willingness to train)</li> <li>Experience in health and nutrition work with patients (or willingness to train)</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>IT skills</li> <li>Excellent communication skills and interpersonal skills, including an ability to build rapport and establish good one to one relationships quickly</li> <li>Ability to deal with challenging behaviour</li> <li>Ability to create and maintain professional boundaries</li> </ul>	<ul style="list-style-type: none"> <li>Experience of using databases.</li> <li>Experience of working without direct supervision. Experience of using community-based activities and resources to support individuals</li> </ul>
	<ul style="list-style-type: none"> <li>Ability to effectively manage a variable workload</li> <li>Excellent team work</li> <li>Ability to multi-task</li> </ul>	





	<ul style="list-style-type: none"><li>• Ability to work independently</li></ul>	
<b>Special requirements</b>	<ul style="list-style-type: none"><li>• Ability to demonstrate sensitivity, empathy, and compassion to the needs of the service users and carers</li><li>• Ability to motivate others</li><li>• Ability to work flexibly in an innovative and developing role. Some evening/Saturday work may be required</li><li>• Ability to be flexible with hours if required.</li><li>• Ability to drive/ have own transport</li></ul>	<ul style="list-style-type: none"><li>• An understanding of the importance of carer involvement</li></ul>

***Should we experience a high level of interest in the post; the vacancy will expire early.***

***If you do not hear within 4 weeks of the closing date, you may presume that you have not been shortlisted on this occasion.***

