



Job Description

Job Title	Work and Health Employment Coach
Band	4
Hours	Fixed term contract, contract end date 31 March 2026 Flexible hours to be agreed Monday – Friday, totalling 22.5hrs
Base	Pershore & Upton PCN working across all three surgeries
Reports to	WorkWell Team Manager, PCN Management Team

Part 1 – Job Summary & Key Responsibilities

Job Summary

This is an exciting opportunity to work in a brand-new role within Pershore & Upton Primary Care Network (PCN). The role will give you a unique chance to work as a member of Pershore & Upton PCN team, whilst also building links with a range of other local services and be part of a county wide Work and Health coach network. We will particularly welcome applicants with lived experience and those with strong connections to the Pershore/Upton area.

The successful candidate will be part of the Workwell programme and will work with people from a range of backgrounds to help them return to work. They will work closely with participants within the local community to assess the barriers they experience in returning to work and provide support and coaching along with health and employment advice to overcome these barriers and return to work.

This role would suit someone with previous experience of coaching and mentoring, clinical experience is not required, and training will be provided for the successful candidate.

Workwell is a prevention and early intervention service to support people to overcome health conditions that affect their ability to start, stay and succeed in work. The post holder will be one of about 15 coaches that works in Primary Care, either in a PCN or a GP Federation across Herefordshire and Worcestershire. They will conduct assessments to identify the key health barriers to employment and provide health and employment advice to overcome those barriers. They will manage a caseload of people whose barriers to employment may be because of physical health, mental health and/or social situations. Using the Workwell pathway work plan, the post holder will provide 1:1 coaching and prescribe either multi-disciplinary in-house support or signpost and refer to external services.

The post holder will facilitate access to the service quickly to the following groups of individuals:

- People who are currently working but struggling to remain active in their role because of their health condition. They may be experiencing periodic episodes of sickness which they or their employer feels is getting worse.
- People who are employed but currently off sick and would benefit from support to return to work.
- People who have recently fallen out of employment and are looking to return to the workplace in a different role as soon as possible.

Post holders will not be required to work with people who have experienced long-term economic inactivity, there are other services available for these people.

Job Context

This is a WorkWell employment support project for eligible adults in Herefordshire and Worcestershire, where the successful candidate will assist people within the Pershore and Upton PCN catchment area.

Broad scope of service:

- Participant's home address OR address of their GP/local Jobcentre Plus must fall within Herefordshire or Worcestershire.
- Participants must be over 16.
- Participants must have the right to work in the UK.
- Participants have a health-related barrier to work.

The service will assist participants to progress their journey towards employment who are experiencing barriers into employment, support participants to remain in work who are on long term sick leave or struggling in the workplace due to a health condition.

The service will use a coaching based approach and use light-touch holistic therapy or triage to provide early-intervention work and a health assessment service. The service will provide advice and training to potential employers on reasonable adjustments and retention of employees where necessary. This service will reduce health inequalities as employment is evidenced as a way of maintaining good health and well-being.

Flexibility and adaptability are required due to the unpredictability of the environment and resource availability under which work will need to be carried out.

Staff will work to Vertis Health's lone worker policy and ensure that they have a mobile phone in working order so that communications can be achieved at all times.

Key Working Relationships

a) **Internal:** Patients, Carers, GPs and Primary Care Teams, Community Care, HR, Clinical Governance, Safeguarding.

b) **External:** Local Authorities, Department of Work and Pensions / Job Centre Plus, employment support providers from statutory, voluntary and independent sector, employers, Council for Voluntary Services (CVS), voluntary sector partners, and other Workwell partner organisations.

Key Duties and Responsibilities

The core purpose of the role is to support participants to Start, Stay and Succeed in work. The post holder will be expected to work flexibly, using their judgement, training and professional experience to achieve this goal. This may include the following non-exhaustive list of activities:

1. Receive and process referrals directly from Primary Care colleagues with the PCN the post holder is based in
2. Receive referrals from Job Centre Plus and Employers
3. Validate participant's eligibility prior to offering support.
4. Manage a caseload of participants who have common mental, physical and social health problems or long-term conditions.
5. Carry out assessments to identify barriers and develop action plans in agreement with the individual to overcome those barriers
6. Provide coaching and other light-touch holistic support on a 1:1 basis to support the delivery of the participants plan,
7. Onward referral to other services where additional support beyond the 1:1 support is required. This may include a wide range of health and employment related support as needed to address the participant's needs.
8. Work with external organisations as needed to support the participants journey through the Workwell pathway.
9. Deliver group sessions for participants where cohorts exist and enable a more efficient way of working.
10. To maintain detailed and accurate case notes, action plans and WorkWell participant paperwork and upload these on to the management information system within the allocated timeframe.
11. To collect and record specified management information, as determined by the line manager, and respond to requests for management information from service commissioners and DWP.
12. Provide mutual aid to other PCNs or Work and Health Employment Coach when other areas require support, subject to capacity of the post holder (as assessed by their line manager).
13. Support training with colleagues from external organisations to help raise awareness and improve their knowledge about this pilot and the WorkWell model, as well as supporting them to understand the common barriers and Long-Term Conditions.
14. To travel across a reasonable area (as determined by the line manager) to deliver services to participants who are unable to access the service at the normal base.

Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you.

Part 2 - About us

The Pershore & Upton Primary Care Network first became established in April 2019 and consists of three local practices working together to provide the best possible care to their patients. The Pershore & Upton PCN covers a population of approximately 34,700 patients, geographically covering Pershore, Upton and the surrounding villages. Pershore & Upton PCN is committed to the development and delivery of coordinated healthcare, working with

partner organisations to support patients in making informed decisions about their personal care – promoting health and wellbeing and ensuring equality of access for all.

It means providing innovative services that are designed around the needs of our community.

We work collaboratively with local organisations in the healthcare and voluntary sectors, as well as in partnership across GP practices. This helps us to ensure we're providing a comprehensive, joined-up service.

About Vertis Health / SW Healthcare

We're a GP federation in Worcestershire with bold ambitions. Alongside supporting our Primary Care Networks, we operate a range of services that help to keep NHS spending within the NHS - and generate revenue that can be reinvested back into Primary Care.

Over the last 10 years, we've been trusted by over 600,000 patients in Worcestershire to deliver great care across a range of NHS commissioned projects - while helping GP practices and PCNs streamline their workloads and, crucially, be able to dedicate more of their valuable time to patient care.

We offer a competitive salary, increased annual leave entitlement with length of service, NHS pension plus salary sacrifice Holiday Flex, Cycle to Work schemes.

Equality and Diversity

We are committed to providing an environment of inclusion and mutual respect where equal employment opportunities are available to all regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, marital status, religion or belief. Our goal is to be a diverse organisation that is representative, at all levels, of the communities we serve, and we recognise and appreciate that everyone associated Vertis Health / SW Healthcare is different and so should be treated in ways that are consistent with their needs and preferences.

In support of this all staff are required to be aware of our Equality and Diversity Policy.

Safeguarding Children and Adults

All employees are required to act in such a way that at all times safeguards and promotes the health and well-being of children and vulnerable adults. Familiarisation with and adherence to the policies and procedures of the Local Safeguarding Boards (Children and Adults) and those of the organisation is an essential requirement of all employees as is participation in mandatory safeguarding training in accordance with the employees roles and responsibilities.

Health & Safety

In accordance with the Health and Safety at Work Act 1974 and other supplementary legislation, you are required to take reasonable care to avoid injury during the course of work and co-operate with the organisation and others in meeting statutory regulations.

- To comply with safety instructions and our policies and procedures.
- To use in a proper safe manner the equipment and facilities provided.
- To refrain from wilful misuse of or interference with anything provided in the interest of health and safety and any action which might endanger yourself and others.
- To report as soon as practical any hazards and defects to your senior manager.
- To report as soon as practical accidents and untoward incidents and to ensure that accident forms are completed.

Information Governance, Data Protection and Confidentiality

All staff are expected to:

- Ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 1998 and adhere to the principles of Caldicott.
- Be aware that we operate a “Code of Conduct for handling personal identifiable information”. They should become familiar with the “Code” and keep up to date with any changes that are made. Breaches of the guidelines in the “Code” could be regarded as gross misconduct and may result in serious disciplinary action being taken, up to and including dismissal.
- Comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990.
- Ensure that your staff maintain that the confidentiality and security of all information that is dealt with in the course of performing their duties is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott; and
- Ensure that your staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with their manager. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. It will be reviewed in conjunction with the post holder on an annual basis.

Part 3 - Person Specification

Job Title	Work and Health Coach
Band	4
Team	Strategy and Health Inequalities
Base	Pershore & Upton PCN working across all three surgeries
Responsible for	N/A
Accountable to	WorkWell Team Manager PCN Management Team

E = Essential criterion for the role D = desirable criterion for the role

	Key Requirements	Criteria Essential or Desirable
Experience	Has experience of working in a health or employment coaching role, social prescriber or other similar role	E
	Has experience of working in, or closely with, Primary Care	D
Qualifications	Has an appropriate Health or Employment Coaching qualification	D
Skills, Knowledge & Competencies	Has an understanding of the drivers and impacts of health inequalities.	E
	Good Knowledge of the 2010 Equality Act	D
	Experience of partnership working, negotiation and liaison work with other agencies to facilitate progression into work or to retain it	E
	Knowledge of the barriers faced by individuals who may be socially excluded and furthest from the labour market.	E
	Experience of supporting people into work	D
Personal Qualities	Working knowledge, understanding and experience of motivating individuals and developing their skills in line with their individual action plans	D
	Experience of working on own initiative as well as being an effective team member	D
		E
	Advanced interpersonal skills	E
	Commitment to confidentiality	E
	Commitment to on-going personal development and training and that of the team	E
	Demonstrate and promote social inclusion.	E
	Commitment to empowering the individual to make informed choices.	E
	Commitment to meeting diverse needs.	E
	Willingness to work flexibly.	E
	Ability to travel effectively between multiple locations during the working day.	E
		E
		E