

Role Profile

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| Job Title: Live Well Health Coach | Role Profile Number: SBC_11668 |
| Level: 5 | Date Prepared: January 2023 |
| Directorate/Group: Adults, Housing and Health – Public Health – Health Improvement Services | Reporting to: Live Well Project & Team Lead |
| Structure Chart attached: | No |

Job Purpose

Working as a Health Coach within the Live Well Health Improvement Service, the post holder will have the opportunity to impact positively on the lives of Swindon residents; working alongside them to improve their health and wellbeing. The Health Coach is an integral part of Live Well; offering information, advice and support around a number of key lifestyle issues. Playing a key role in the initial contact a resident has with the team, the postholder will work with colleagues to triage referrals and ensure clients get supported to access the right service for them. In addition, the Health Coach is responsible for delivering sessions and activities which promote good health.

Although the postholder will be expected to deliver across the broad spectrum of lifestyle topics, they may bring with them a specialism or passion for a specific area of work. Health Coaches are expected to deliver evidence based, holistic and person-centred information, advice, support and sessions in the following areas:

- Smoking Cessation
- Physical Activity
- Weight Management
- Falls Prevention
- Alcohol Reduction

Key Accountabilities

- Offer evidence-based brief intervention advice
- Lead the delivery of sessions (small groups, large groups, peer group, one-one)
- Answer phone calls, emails and face to face enquiries; using MECC principles and being able to confidently and quickly provide help, advice, signposting and/or support

- Deliver programmes with a client centred approach using skills of positive psychology and motivational interviewing
- Conduct client assessments and complete associated paperwork and case management system
- Keep detailed files, recording data accurately, ensuring all forms and other documentation is completed correctly
- Work within frameworks of clinical governance in order to maintain and improve client care, quality and efficiency
- Build community links and partnerships to encourage new referrals into the service and work with partners/other community services as directed by the project lead

Supplementary Accountabilities

- Contribute to the training and support of new staff and volunteers; including mentoring others to expand their knowledge in your specialist area
- Undertake and complete all mandatory and additional skills training as required
- Attend and actively participate in team and wider directorate meetings
- Engage and recruit potential clients and volunteers at promotional and community events
- Contribute to ongoing service development needs and work flexibly when the team are asked to respond or re-focus

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Excellent understanding of the challenges and barriers people face in relation to their health and wellbeing.
- A background in nutrition, exercise, public health, psychology, community health, smoking cessation or weight management.
- A working knowledge of long-term sustainable behaviour change and motivational interviewing
- Experience of delivering sessions to individuals and groups; including set up, health and safety, participant registration and management
- Good knowledge of falls prevention and the wider implications of ageing
- Experience of working across a range of communities and with stakeholders

Qualifications

- At least Level 3 qualifications in one or more of the following:
 - Health Coaching, Motivational Interviewing or similar
 - Stop Smoking Advice
 - Physical activity, sport or exercise qualification

- Nutrition
- Falls prevention

Decision Making

- Able to organise own workload in order of priority and deadline dates, daily administration tasks and other work-related activities.
- Able to make risk assessment and safeguarding decisions when dealing with clients or when working in a group
- Decision making about suitability of individual to participate in advice/session
- Knowing when to escalate concerns or defer to Manager and/or Health Professional (such as a GP)
- Understand and judge viability and evidence of intervention in order to evaluate success or recommend change

Creativity and Innovation

- Passionate about promoting healthy lifestyles and delivering motivational change which is client centered.
- A willingness to learn and develop; making your own CPD a priority
- Working with individuals and groups using SMART goal setting
- Finding new approaches to removing barriers
- Making it a priority to reach those hardest to reach/seldom heard through innovation communication and relationship building

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| <p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> ● Volunteers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> ● Transfer of referral on to case management ● Follow up calls to clients ● Working with volunteers | <p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p> | <p>No</p> <p>Laptop Health promotion tools and equipment</p> |
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Contacts and Relationships

- Able to engage with and build a good rapport with individuals from across the diverse communities in Swindon.
- An excellent team player who is willing to flex and adapt to meet the team and client needs
- Non – judgemental, curious and empathetic in approach
- Good networking and partnership skills
- Confident communicator – verbal and written

- Innovative in reaching diverse communities and tailoring intervention to be client centred

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Some outdoor working
- Some evening and weekend working
- Able to travel flexibly across Swindon
- Working with vulnerable clients