# 

# Job advert: Health and Wellbeing Coach Team Lead

Salary £28,000

Closing date Tuesday 7 June

# Job Summary

We are on a mission to reshape the way we work with our patients to provide personalised care. We are excited to be recruiting a team of 2 Health and Wellbeing Coaches to work with our growing team in St Peters and Old Fire Station Neighbourhood (SPOFS), which is part of Woolston & Townhill Primary Care Network. This role is pivotal to achieving the changes we are aiming for and we are investing in creating a well-supported and expanding multi-disciplinary SPOFS team working across our population.

As the Team Lead you will be managing the delivery of the Health and Wellbeing service and supporting and driving the team to develop and deliver results. You will be leading the team and also working as a Health and Wellbeing Coach to help patients develop the knowledge, skills, and confidence to manage their own health and wellbeing. You will use health coaching, wellbeing conversations and behaviour change skills to empower people to make positive lifestyle changes. The role will take a holistic approach that helps increases people’s ability to access community support and self-management education.

Interviews will take place on the morning of Thursday 16 June

# Main duties of the job

As the Team Lead you will have responsibility for supervision of clinical caseloads and ensuring team members are working to achieve their goals. You will do this by setting and agreeing standards of performance across the team, ensuring staff are supported in achieving these through regular reviews, supervision and training.

You will have an overarching leadership role in supporting the Clinical Lead to embed culture change and awareness of the service in practices. You will also be leading on developing and delivering Health and Wellbeing skills coaching for practice staff groups.

You will have your own caseload as a Health and Wellbeing Coach, as a key part of our Neighbourhood Primary Care Network multidisciplinary team. Health and Wellbeing Coaches work alongside our integrated team of Social Prescriber, Peer Support Worker, Mental Health Practitioner and Care Coordinators to provide an all-encompassing approach to personalised care and promote and embed the personalised care approach across the Neighbourhood.

Health and Wellbeing Coaches support people to take pro-active steps to improve the way they manage their physical and mental health conditions, based on what matters to them. They support people to develop their knowledge, skills and confidence to improve their health outcomes and quality of life.

# About us

**SPOFS Neighbourhood**

SPOFS Neighbourhood consists of St Peters and Old Fire Station Surgeries in Woolston, Southampton, which together cover 15,000 patients. SPOFS is part of Woolston & Townhill PCN. Our mission is to work collaboratively to develop high quality services for our patients, so that we can improve health outcomes that enable people to live well, for longer, whilst developing resilient primary care.

The Neighbourhood hosts a strong and supportive multi-disciplinary wellbeing team consisting of a mental health practitioner, peer support worker, social prescriber and care coordinators. Health and Wellbeing Coaches will be a significant addition to the team.

**Southampton Primary Care Ltd**

Southampton Primary Care Limited (SPCL) was registered at Companies House in November 2014. It comprises 24 practices from the city and was established to help improve access to general practice and stimulate innovative ways of providing primary care services.

SPCL has a successful track record of developing and delivering citywide innovative healthcare services. We are committed to investing in our local health and social care system to build a resilient and sustainable primary care service. The introduction of Health and Wellbeing Coaches as part of Primary Care Networks contract is an exciting opportunity for SPCL to continue to help support a more integrated city-wide care system.

# Job Description

See attached supporting document

# Person specification

See attached supporting document

# Employer details

Southampton Primary Care Limited, Sovereign Place, Upper Northam Road, Hedge End, Southampton, SO30 4BZ

# Job description and person specification: Health and Wellbeing Coach Team Lead

**Employer:** SPCL (on behalf of SPOFS Neighbourhood)

**Reports To:** Neighbourhood Health and Wellbeing Team Lead

**Hours & FTE:** Full time

**Salary:** £28,000

**Pension:** The role holder will be eligible to join the NHS Pension Scheme

**SPOFS Neighbourhood**

SPOFS consists of St Peters and Old Fire Station Surgeries in Woolston, Southampton, which together cover 15,000 patients. The surgeries are part of Woolston & Townhill PCN. Our mission is to work collaboratively to develop high quality services for our patients, so that we can improve health outcomes that enable people to live well, for longer, whilst developing resilient primary care.

The Neighbourhood hosts a strong and supportive multi-disciplinary wellbeing team consisting of a mental health practitioner, peer support worker, social prescriber and care coordinators. Health and Wellbeing Coaches will be a significant addition to the team.

**Southampton Primary Care Ltd**

Southampton Primary Care Limited (SPCL) was registered at Companies House in November 2014. It comprises 24 practices from the city and was established to help improve access to general practice and stimulate innovative ways of providing primary care services.

SPCL has a successful track record of developing and delivering citywide innovative healthcare services. We are committed to investing in our local health and social care system to build a resilient and sustainable primary care service. The introduction of Health and Wellbeing Coaches as part of Primary Care Networks contract is an exciting opportunity for SPCL to continue to help support a more integrated city-wide care system.

**Overall purpose of the role**

As the team Lead you will have responsibility for supervision of clinical caseloads and ensuring the team members are working to achieve their goals. You will do this by setting and agreeing standards of performance across the team, ensuring staff are supported in achieving these through regular reviews, supervision, appraisals and training.

You will also have your own caseload as a Health and Wellbeing Coach, as a key part of our Neighbourhood multidisciplinary team. Health and Wellbeing Coaches work alongside our integrated team of Social Prescriber, Peer Support Worker, Mental Health Practitioner and Care Coordinators to provide an all-encompassing approach to personalised care and promote and embed the personalised care approach across the Neighbourhood.

Health and Wellbeing Coaches support people to take pro-active steps to improve the way they manage their physical and mental health conditions, based on what matters to them. They support people to develop their knowledge, skills and confidence to improve their health outcomes and quality of life. Health coaches do this by coaching and motivating patients through multiple sessions to identify their needs, set goals, and supporting patients to achieve their personalised health and care plan objectives.

**Role description**

Key responsibilities:

* Provide leadership, line management support and supervision to the Personalised Care team members.
* Lead the health and wellbeing service development and identify opportunities for improvement.
* Provide personalised support to individuals, their families, and carers to support them to be active participants in their own healthcare; empowering them to manage their own health and wellbeing and live independently through:
* Coaching and motivating patients through multiple sessions to identify their needs, set goals, and supporting patients to achieve their personalised health and care plan objectives.
* Providing interventions such as self-management education and peer support.
* Supporting patients to establish and attain goals that are important to the patient.
* Supporting personal choice and positive risk taking while ensuring that patients understand the accountability of their own actions and decisions, thus encouraging the proactive prevention of further illnesses.
* Working in partnership with the social prescribing service to connect patients to community-based activities which support them to take increased control of their health and wellbeing.
* Increasing patient motivation to self-manage and adopt healthy behaviours.
* Where required and as appropriate, refer people onwards to other health professionals within the Neighbourhood.
* Utilise existing IT and MDT channels to screen patients, with an aim to identify those that would benefit most from health coaching.
* Establish strong working relationships with GPs and practice teams and work collaboratively with other Health and Wellbeing Coaches, Mental Health Practitioners, Care Coordinators and Social Prescribers, supporting each other, respecting each other’s views and meeting regularly as a team.
* Act as a champion for health coaching as a part of the Neighbourhood’s personalised care offer for patients and organisations.
* Demonstrate a flexible attitude and be prepared to carry out other duties as may be reasonably required from time to time within the general character of the post or the level of responsibility of the role, ensuring that work is delivered in a timely and effective manner.

Key tasks:

* Meet people on a one-to-one or group consultation basis, by phone, video conference or face-to-face.
* Give people time to tell their stories and focus on ‘what matters to me’.
* Build trust and respect with the person, providing non-judgemental and non-discriminatory support, respecting diversity and lifestyle choices.
* Work from a strength-based approach focusing on a person’s assets.
* Use a structured framework/model approach to coach individuals across a series of sessions to: identify what’s important to them; set personal goals and appropriate steps; build skills and confidence to achieve goals; and use problem-solving to work through challenges.
* Work with the principles of self-management to actively support:
* Shared decision making with healthcare professionals.
* Effective engagement with personalised health and care plans.
* Proactive engagement with self-management education and peer support.
* Proactive engagement with social prescribing, connecting people to community-based activities which support their health and wellbeing.
* Proactive engagement with individually sourced activities and support.
* Access to a care-coordinator and/or a personal health budget, where needed.
* Helping people to understand their activation level when engaging with their health and wellbeing.
* Work sensitively with people, their families and carers to gather key information, enabling tracking of the impact of health and wellbeing coaching on their health and wellbeing.
* Encourage people, their families and carers to provide feedback and to share their stories about the impact of health coaching on their lives.
* Support referral organisations to provide appropriate information about the person they are referring. Provide appropriate feedback to referral agencies about the people they referred.

Key Result Areas:

* Improved health and quality of life
* Increased patient satisfaction
* Fewer primary care consultations
* A decrease in the use of wider hospital resources
* Increased awareness of non-health interventions

**General responsibilities of all employed staff:**

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 may 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 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.

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 to 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.
* 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, 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.

Personal and professional development:

The post-holder will participate in any training programme implemented by SPCL as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patients’ needs.
* Effectively manage own time, workload and resources.

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 with patients and carers.
* Recognize people’s needs for alternative methods of communication and respond accordingly.

Contribution to the implementation of services:

The post-holder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audits where appropriate.

**Person Specification**

* A confident and professional approach to working with a variety of stakeholders.
* A commitment to equal opportunities and an understanding of the impact on the individual, families and communities.
* Ability to work hours in a flexible way, including evenings and weekends where required to meet the needs of the service.
* Own transport and driving licence, in order to be able to travel regularly between sites around Southampton.

**Knowledge, skills and experience**

|  | **Essential** | **Desirable** |
| --- | --- | --- |
| **Qualifications /**  **Education** | * Qualified to A level or above * NVQ Level 4 or equivalent and/or relevant professional qualification or working towards this | * Training in motivational coaching, behavioural change and goal setting or equivalent |
| **Knowledge / Skills / Training** | * Strong leadership skills * Knowledge of personalised care approach * Understanding of the determinants of health to include social, economic and environmental factors * Managing resistance to change and ambivalence * Awareness of local and national health policy * Active and empathetic listening * Passion to help others * Excellent IT skills including competent use of MS Office * Good communication skills and interpersonal skills, including an ability to build rapport and establish good one to one relationships quickly * Ability to effectively manage a variable workload * Being responsive and sensitive to the needs and beliefs of the client * Awareness of local and national health policy * The ability to work autonomously and to plan, prioritise work under pressure and adapt to new models of working | * Training and/or experience in using databases * Knowledge of social care systems |
| **Relevant experience** | * NHS experience in primary care or another healthcare provider or community services * Leading a team * Dealing with challenging behaviour * Service development and improvement | * Worked previously as a Health and Wellbeing Coach * Working with groups * Working with individuals with long term conditions * Smoking cessation experience (or willingness to train) * Alcohol or drugs brief intervention * Health and nutrition work with patients * Experience using community-based activities and resources to support individuals |

**Disclosure and Barring Service Check**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.