

# Health and Wellbeing Coach



[www.lancastercvs.org.uk](http://www.lancastercvs.org.uk)

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## Introduction

People thrive in community with one another. Communities, if they are to flourish, require a thriving voluntary community, faith and social enterprise (VCFSE) sector. That sector, in turn, requires supportive, bridging, infrastructure. Our strapline - 'supporting you to support your communities' - may be new, but LDCVS has been providing that infrastructure for 50 years.

We, at LDCVS, help our members to flourish and overcome some critical challenges that the VCFSE Sector faces. The **first** is around funding - we help to facilitate the right amount of funding for the right activities, distributed in a way that supports VCFSE organisations and our local communities. The **second** is around volunteering - we help our members to attract, develop and retain high quality, dedicated volunteers who, through citizen participation, make a difference in communities. The **third** is around how the VCFSE Sector is perceived and perceives itself - we help to enhance the reputation, professionalism, capacity and independence of our members. The **fourth** is around how the VCFSE Sector communicates, both internally and externally - we help our members to talk to each other, share knowledge, debate sometimes contentious issues and work together to create positive impact for communities.

Working closely with our partners, we raise the profile and amplify the voices of local community and voluntary organisations, ensuring that they are valued, understood by commissioners and properly resourced to tackle pressing social challenges. In summary, we are an organisation that applies our skills and experience to enable others in our sector to maximise their social impact and to better attain their goals and aspirations.

## The context for this post

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, confidence in managing their health and care, to improve their health outcomes and quality of life and support them making changes in health-related behaviours. Health coaches do this by coaching and motivating people through multiple sessions to identify their needs and to set goals for themselves, and through providing access to interventions such as self-management education and peer support. Health and Wellbeing Coaches may work with people by phone, by video conference, or face-to-face.

We are looking for someone who enjoys working with a wide range of people. You will have good communication and negotiation skills and a firm belief that people have untapped resources within them, that can be unleashed by providing high quality, non-judgemental support. You will be proactive with a flexible approach, keen to work as part of a multi-disciplinary team with different people and enjoy developing yourself in this skilled role and supporting colleagues to do the same.

Please note, this is a non-clinical role.

For an informal chat about this role, get in touch with Yak Patel by email at [yakpatel@lancastercvs.org.uk](mailto:yakpatel@lancastercvs.org.uk) or call 01524 555900.

## Job Description

<b>Job Title</b>	Health and Wellbeing Coach
<b>Term</b>	One-year fixed term, option to extend based on performance and funding
<b>Job Purpose</b>	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.
<b>Location</b>	Lancaster city centre, working with individuals living in areas of the lowest 20% indices of multiple deprivation
<b>Accountable to</b>	CEO
<b>Accountable for</b>	N/A
<b>Salary</b>	£27,456 per annum pro rata from full time
<b>Hours</b>	17.5 hours per week (0.5 FTE). Office hours, with willingness to be flexible for occasional evening events and weekends
<b>Relationships (Internal)</b>	LDCVS team
<b>Relationships (External)</b>	Voluntary Community Faith Social Enterprise organisations (VCFSE), secondary care team, primary care networks and social prescribers
<b>Key tasks:</b>	<ul style="list-style-type: none"> <li>• To provide one-to-one health coaching for people with health and wellbeing conditions based on what is important to them for 13 weeks per patient, and provide a follow up discussion 6-weeks post support.</li> <li>• Coordinate or deliver a health check in week one of support.</li> <li>• Work with VCFSE organisations and secondary care networks (i.e. hospital trusts) to identify those on hospital waiting lists and with low activation scores to engage and practice better self-care.</li> <li>• Empower people to manage their own health and improve their health outcomes and support them in making changes in their health-related behaviour.</li> <li>• To manage and prioritise a caseload, in accordance with the needs, priorities and support required by individuals in the caseload.</li> <li>• Record health checks, discussions, and actions on the designated 'Best You' management software.</li> <li>• Provide two case studies per quarter.</li> <li>• Attend and contribute to team, practice, and Secondary Care team meetings and events.</li> </ul>

<b>Other</b>	<ul style="list-style-type: none"> <li>• Undertake any other duties as appropriate to the nature of the post - as required by the Line Manager</li> </ul>
<b>Specific requirements</b>	<ul style="list-style-type: none"> <li>• Some evening and weekend work maybe required</li> </ul>
<b>General requirements</b>	<ul style="list-style-type: none"> <li>• Be proficient in IT systems including Microsoft Office, Microsoft Teams and in the use of social media.</li> <li>• Contribute to monitoring and evaluation information.</li> <li>• Act as a positive ambassador for the program.</li> <li>• Work in accordance with best practice in both internal and external communications.</li> <li>• Attend and actively participate in team meetings.</li> <li>• Participate in supervision.</li> </ul>

## Person Specification

Aspect	Essential	Desirable
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Kind, reflective and self-aware and recognises what matters to people rather than what's the matter with them.</li> <li>• Starts with what is working well and takes an asset-based approach (able to work from strengths) in all their interactions with people, colleagues and the communities we serve.</li> <li>• Friendly and professional manner.</li> <li>• Excellent organisational skills.</li> <li>• Commitment to equality and diversity.</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Be willing to attend training with a non- clinical supported self-management health coaching skills programme (minimum 4 days) by a Personalised Care Institute prior to taking on referrals.</li> <li>• Ability to communicate and work with people from a wide range of backgrounds.</li> <li>• Ability to build strong working relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching qualification/ experience or other relevant qualification involving non-clinical Supported Self-Management.</li> </ul>
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Experience of using coaching approaches/frameworks and models or other helping strategies e.g. motivational interviewing.</li> <li>• Skilled in active and reflective listening, building trust and rapport quickly.</li> <li>• Working knowledge of standard work-based</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a multidisciplinary team</li> </ul>

	<p>software such as Windows, Office etc.</p> <ul style="list-style-type: none"><li>• Experience in monitoring and evaluating projects.</li></ul>	
<b>Other</b>	<ul style="list-style-type: none"><li>• Willingness to work flexibly to fit in with the nature of the project.</li><li>• Meets a Disclosure and Barring Service (DBS) reference standards and criminal record checks</li></ul>	

## How to apply

In this pack you will find a job description and person specification for the role.

The job description outlines the duties and responsibilities of the post. The person specification describes the range of skills, knowledge and experience required of the post holder. The essential criteria are the minimum requirements that you will need to carry out the role effectively.

The desirable criteria will aid you to undertake the full duties and responsibilities of the post more quickly. You are not required to have them at the appointment stage. However, where there are many candidates for a vacancy, desirable criteria may assist us in the shortlisting process.

Apply by emailing your CV, [the Equality & Diversity Monitoring Form](#), and a covering letter or video to [hello@lancastercvs.org.uk](mailto:hello@lancastercvs.org.uk), stating 'Health and Wellbeing Coach' in the subject line, by **5pm on Wednesday 19<sup>th</sup> April 2023**.

Your CV must include at least two nominated referees, including your current or most recent employer.

Your covering letter or video must explain why you have applied for this role and how you meet the person specification.

If you choose to submit a video instead of a covering letter it should be no longer than five minutes. Supply your video as an attachment (up to 150 MB) or as a link which will allow us to download the file or view it online.

We will acknowledge receipt of your emailed application.

## Equality and Diversity

We are fully committed to diversity and equality of opportunity in everything that we do. [By downloading and completing the Equality and Diversity Monitoring Form](#) you will assist us to monitor our practices. The information you provide to us is strictly confidential. This form will be separated from your application prior to short-listing, will be seen by the Chief Executive Officer only, and will not be made available to the selection panel.

We are committed to ensuring all disabled people are not disadvantaged either during the recruitment and selection process or during the course of their employment. At LDCVS our building is fully accessible for wheelchair users. We are also committed to making other reasonable adjustments to our employment practices and premises, wherever possible, to ensure disabled people are not substantially disadvantaged.

## Interviews

Interviews will be held on Tuesday 25<sup>th</sup> April 2023.



## Offers of Employment

Once a recruitment decision has been made we will issue a conditional offer of employment. Full confirmation of an offer of employment is subject to the satisfactory completion of the following employment checks:

- Two satisfactory references (one must be from your current or most recent employer);
- Evidence of eligibility to work in the UK in accordance with the requirements of the Immigration, Asylum and Nationality Act 2006;
- Identity Check;
- Proof of qualifications held;
- DBS Disclosure clearance (if applicable). In addition, applicants who have lived or worked overseas may be asked to obtain a certificate of good conduct to demonstrate their suitability for employment.

All new employees are subject to a probationary period of six months.