

# Health and Wellbeing Coaches - WorkWell Pilot



[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 over 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

The WorkWell programme pilot is a national initiative which provides evidence-based, low intensity work and health assessments that support individuals with their low-level occupational health needs, helping them overcome barriers to work. In the Lancaster district, the pilot is led by Lancaster City Council, working in partnership with LDCVS.

Health and Wellbeing Coaches assigned to the WorkWell programme will support people to take proactive steps to improve the way they manage their physical and mental health conditions, helping them to stay in work or go back to work. They will help people to develop their knowledge, skills and confidence in managing their health and care, to improve their health outcomes and quality of life and support them in making changes.

Health coaches do this by coaching and motivating people through multiple sessions to identify their needs and to set goals for themselves, and through facilitating access to other helpful services, particularly those available in the district’s voluntary sector. Health and Wellbeing Coaches may work with people by phone, by video conference, or face-to-face.

We are looking for new colleagues who enjoy 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 may have your own experience of overcoming health-related barriers or life challenges in relation to employment which could be valuable to the coaching process. 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. We’re looking for two coaches, one at 35 hours per week, and a second at 17.5 hours per week. LDCVS offers hybrid and flexible working opportunities to help our colleagues manage their workload.

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>	Fixed term to 31 March 2026.
<b>Job Purpose</b>	Support people to take pro-active steps to improve the way they manage their physical and mental health conditions, so they overcome barriers to employment
<b>Location</b>	Across the Lancaster district but primarily based in Lancaster and Morecambe and from home where appropriate.
<b>Accountable to</b>	Operations Manager
<b>Accountable for</b>	N/A
<b>Salary</b>	£29,825 per annum pro rata
<b>Hours</b>	One role at 17.5 hours per week (0.5 FTE) One role at 35 hours per week (full time)
<b>Relationships (Internal)</b>	LDCVS team
<b>Relationships (External)</b>	Lancaster City Council, Department for Work & Pensions, Voluntary Community Faith & Social Enterprise (VCFSE) organisations, secondary care teams, primary care networks and social prescribers
<b>Key tasks:</b>	<ul style="list-style-type: none"> <li>• Provide one-to-one health coaching focused on barriers to employment due to physical and mental health conditions, typically for a period of nine weeks per participant.</li> <li>• Use evidence-based tools for supporting and measuring change.</li> <li>• Record and update participant information using client management system</li> <li>• Work with partners including Lancaster City Council, Job Centre Plus, local businesses, the district's voluntary sector and others to identify potential participants and engage them with the programme.</li> <li>• Empower people to manage their own health, improve their health outcomes and support them in making changes in their health-related behaviour.</li> <li>• Manage and prioritise a caseload, in accordance with the needs, priorities and support required by participants and the programme.</li> <li>• Attend and contribute to 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 may be required</li> </ul>
<b>General requirements</b>	<ul style="list-style-type: none"> <li>• Use Microsoft Office software and client management systems.</li> <li>• Contribute to monitoring and evaluation information.</li> <li>• Act as a positive ambassador for the programme.</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

<b>Aspect</b>	<b>Essential</b>	<b>Desirable</b>
<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>• 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> </ul>	<ul style="list-style-type: none"> <li>• Lived experienced of overcoming health-related barriers or life challenges.</li> <li>• Experience of working in a multidisciplinary team</li> </ul>

	<ul style="list-style-type: none"> <li>• Skilled in active and reflective listening, building trust and rapport quickly.</li> <li>• Working knowledge of standard work-based software such as Windows, Office etc.</li> <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 in meeting 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 14 February 2025**

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 either 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. Our office in Lancaster 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

We anticipate holding interviews on 21 and 24 February

## 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.