JOB DESCRIPTION

LEAD HEALTH COACH

MAIN PURPOSE

▪ To provide a critical leadership role as Lead Health Coach within Nottingham City’s community based Tier 2 Adult Healthy Weight & NHS Health Checks Service (AW&HCS).
▪ Coordinate the implementation and operational aspects of the Health Coaches remit.
▪ Provide day to day management and guidance to the Health Coaches, Physical Activity Specialists and Nutritionists to ensure the service is reaching and being accessed by people from priority population groups
▪ Be responsible to facilitating and guiding Colleagues in their reach to priority groups and telephonic support.

SUMMARY OF RESPONSIBILITIES AND DUTIES

▪ Provide a leadership role towards the planning, development, implementation, co-ordination and evaluation of the Tier 2 Adult Healthy Weight and Community NHS Health Checks Service (AW&HCS).
▪ Provide critical support into the service, enabling effective triage that fosters positive behaviour to ensure entry through the Single Point of Access into the client centred pathway in a positive, motivational and engaging experience.
▪ Responsible for ensuring all information is captured within the Data Informatics system, in line with client consent.
▪ Keep accurate and auditable electronic records of contact and actions, to support the holistic and effective case management of client care pathways.
▪ Engage and empower key priority target groups identified within the specification (men, pregnant women, learning disabilities, mental health and young people.)
▪ Raise the profile of the service within communities of Nottingham City, supporting the Community Development Coordinator to strengthen community engagement, establish ongoing partnerships, promoting, encouraging and supporting referrals.
▪ Manage the multidisciplinary team of nutritionists and physical activity specialists with case management, providing community based 1:1 and group motivational support to individuals, ensuring sustained behaviour change at 1 year or beyond (if needed).
▪ Escalate client issues and concerns to the MDT as appropriate and when needed, using agreed mechanisms to document need, action and result, recognising when needs exceed the skills and competencies of the Health Coach.
▪ Utilise a range of communication methods including digital technologies, face to face, telephone, email and texting to ensure client led support is proportionate to individual and varying need.
▪ Support the service to achieve contractual performance indicators, including individual, team and contract targets.
▪ To liaise with key partner organisations such as, work places, colleges, community organisations and community centres to promote and embed the service, referrals and health benefits of the service, within various settings.
▪ Support the Community Development Coordinator, seeking and securing additional funding to add value to the service, as determined through local needs analysis.
▪ Be compliant with all relevant policies, procedures and guidelines, including the appropriate code(s) of conduct associated with this post; maintain awareness of safeguarding issues, report and acting on concerns in accordance with Everyone Health and Local Authority policies and procedures.
• Take responsibility for own CPD and participate in Everyone Health’s induction, training and continual professional development as required; recognise and work within own competence and professional code of conduct.
• Prioritise, organise and manage own workload in a manner that maintains and promotes high quality.
• Lead in the evaluation of partner relations to ensure collaborative approaches are embraced in relation to service development and the effectiveness of care.
• To work within the requirements of the 6 C’s: care, compassion, competence, communication, courage and commitment.
• Ensure that commitment to equality and diversity is reflected at all stages of project planning, delivery and evaluation, in line with agreed service standards.
• Be an ambassador for Everyone Health, promoting the AW&HCS to members of the public and other stakeholders/partners, where appropriate.
PERSON SPECIFICATION

1. SKILLS & ABILITIES
   - Allocate work and provide overall line management and day to day supervision to identified colleagues employed in a variety of settings and localities.
   - Be able to plan own time and activities around the needs of individuals in the community.
   - Respond effectively to referrals in line with agreed service protocols.
   - Strong communication skills – written, verbal and non-verbal, and listening skills.
   - Keep accurate records of activity to provide data and monitoring information.
   - Ability to document information in clear accurate English.
   - Good numeracy and literacy skills, including the ability to support report writing.
   - Emotionally sensitive and empathetic to members of the public who wish to improve their health.
   - Experience of being active in a team, group and MDT.
   - Strong relationship building skills with a range of people, from different backgrounds and situations.
   - Computer literate – ability to maintain and monitor information systems in line with the national minimum dataset and adapt to reflect local needs.
   - Flexible and adaptable approach to working.
   - Strong empathy skills.
   - Strong organisational and planning skills, with the ability to prioritise, often managing competing priorities and deadlines.
   - Strong team player, whilst also confidentially working independently when reaching out to communities.

2. KNOWLEDGE
   - Knowledge and a good understanding of the social determinants of health.
   - Knowledge of lifestyle risk factors with good understanding of the increased risk to health when individuals present with multiple risk factors.
   - Knowledge of behaviour change and theoretical principles that support people when embarking on a behaviour change, including the use of Motivational Interviewing.
   - Knowledge of health inequalities and the barriers to health improvement.
   - Knowledge of the benefits of undertaking regular physical activity, reducing sedentary behaviour and improved healthy eating.
   - Knowledge of social marketing approaches and use of market segmentation tools, with a focus on identifying triggers for behaviour change.
   - A comprehensive knowledge of good communications and engagement practice and how to translate practice into innovative and effective solutions.
   - Knowledge and understanding of the Patient Confidentiality Act and the Data Protection Act.

3. EXPERIENCE
   - Providing 1:1 and group support to communities, evidencing a sustained positive change in knowledge and behaviour, resulting in positive healthy lifestyle behaviours.
   - Experience of supervising / managing colleagues.
Experience of recruiting and developing a diverse team.
Experience of managing and achieving KPIs / targets.
Providing ongoing individual support, working cohesively with a team of specialists / MDT.
Building strong links and relationships with a range of groups, organisations and agencies.
Raising public awareness and provision of consistent healthy lifestyle messaging, on issues relevant to the health of the community.
Desirable experience of securing additional funds through national and local grant agencies.
Encouraging participation in activities.
Managing own workload, to ensure tasks are completed on time and to a high standard.
Using software systems to document, collate and evidence work.

4. QUALIFICATIONS
- Desirable: Recognised Health Trainer qualifications e.g. Royal Institute of Public Health Level 2 Understanding Health Improvement or City & Guilds Level 3 Certificate for Health Trainers.
- Desirable: related health / lifestyle qualification.
- Desirable: Management / Project Management qualification

5. SPECIAL CONDITIONS
- Highly motivated self-starter with resilience, determination and the ability to see jobs through to completion.
- Role incorporates evening / weekend working, with variable high levels of travel across Nottingham City, working in a variety of settings including the community, youth and community centres.
- Ability to travel across Nottingham City and the County of Nottinghamshire as required, noting that the main office base is in Kirkby-in-Ashfield.
- Driving Licence and access to a car for work.
- Flexibility to support the Countywide Obesity Prevention and Weight Management Service in Nottinghamshire, as business requires.
- Evidence of a personal commitment to continuing professional development and to maintaining an up-to-date professional knowledge supporting the development of business within the company.
- This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).