

Thistlemoor Medical Centre

JOB TITLE:	Health and Well-Being Coach
NAME:	
START DATE:	
RESPONSIBLE TO:	Practice Manager
RESPONSIBLE FOR:	See below
JOB PURPOSE:	<p>Health and wellbeing coaches predominately use health coaching skills to support people with lower levels of patient activation to develop the knowledge, skills, and confidence to manage their health and wellbeing, whilst increasing their ability to access and utilise community support offers. They may also provide access to self management education, peer support, and social prescribing. Health and wellbeing coaches will take an approach that considers the whole person in addressing existing issues and encourages proactive prevention of new and existing illnesses. They will take an approach that is non-judgemental, based on strong communication and negotiation skills, that supports personal choice and positive risk taking, that addresses potential consequences, and ensures patients understand the accountability of their own decisions.</p>
Person specification	<p>Interest in healthcare and helping patients. Interest in education and learning. Commitment to excellence. Understanding of limitations and working within a team.</p>
Key job specific accountabilities	<ul style="list-style-type: none"> • Prevent adults (aged 16+) from requiring specialist social care and health services, by working with them to achieve a happy and healthy life. In doing so, Health and Wellbeing Coaches will contribute to overall financial savings across Peterborough. • Identify via referral and case finding, people and/or families who could benefit from coaching and practical wellbeing support. This will require close partnership working with statutory services, third sector organisations, carers and individuals themselves. Health and Wellbeing Coaches will form part of integrated care community teams, in order to ensure effective partnership working. • Using effective listening, observation and communication skills, build relationships and use motivational interviewing techniques to help them create and work towards their vision of a good and healthy life. • Assess how people's lifestyle, relationships and economic situation are impacting on their health and wellbeing. Work with individuals to co-produce, and

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	<p>work towards, wellbeing plans over an agreed timescale. Review and revise plans as necessary.</p> <ul style="list-style-type: none"> • Health and Wellbeing Coaches will predominantly work with people who have complex and varied health and social wellbeing needs, such as mental health issues, homelessness, self-harm/self-neglect and challenges linked to vulnerability and safeguarding. • Using coaching and motivational interviewing techniques, help people to develop the skills and confidence so in the future they can be resilient and <ol style="list-style-type: none"> i) prioritise their wellbeing and ii) actively plan to maintain their independence in the future. • Build people’s ability to become active and connected to their communities and social networks. Assist people to take notice of what is going on around them, and identify ways in which they can make a positive contribution to the lives of others.
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MAIN DUTIES AND RESPONSIBILITIES	
<i>Health and wellbeing coaches will:</i>	
1.	Coach and motivate patients through multiple sessions to identify their needs, set goals, and support them to implement their personalised health and care plan.
2.	Manage and prioritise a caseload, in accordance with the health and wellbeing needs of their population through taking an approach that is non-judgemental, based on strong communication and negotiation skills, while considering the whole person when addressing existing issues. Where required and as appropriate, the Health and Wellbeing Coach will refer people back to other health professionals within the PCN.
3.	<p>Provide personalised support to individuals, their families and carers to ensure that they are active participants in their own healthcare; empowering them to take more control in managing their own health and wellbeing, to live independently, and improve their health outcomes through:</p> <ul style="list-style-type: none"> • providing interventions such as self-management education and peer support; and • supporting people to establish and attain goals set by the person based on what is important to them, building on goals that are important to the individual; and • working with the social prescribing service to connect them to community-based activities which support their health and wellbeing.

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4.	Provide support to local community groups and work with other health, social care and voluntary sector providers to support the patients' health and well-being holistically.
5.	Ensure that fellow PCN staff are made aware of health coaching and social prescribing services and support colleagues to improve their skills and understanding of personalised care, behavioural approaches, and ensuring consistency in the follow up of people's goals where an MDT is involved.
6.	Raise awareness within the PCN of shared decision making and decision support tools and supporting people in shared decision-making conversations.
7.	Work with people with lower activation to understand their level of knowledge, skills and confidence (their "Activation" level) when engaging with their health and wellbeing.
8.	Explore and support access to a personal health budget, where appropriate, for their care and support.
9.	Utilise existing IT and MDT channels to screen patients, with an aim to identify those that would benefit from health coaching

Other Responsibilities	
1.	<p>Health and Safety</p> <ul style="list-style-type: none"> • To comply with the Health and Safety at Work etc. Act 1974. • To take responsibility for their own health and safety and that of other persons who may be affected by their own acts or omissions. • Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures.
2.	<p>Equality and Diversity</p> <ul style="list-style-type: none"> • To carry out at all times their responsibilities in line with Equal Opportunities Policy and Procedure
3.	<p>Risk Management and Clinical Governance</p> <ul style="list-style-type: none"> • To work within the Clinical Governance Framework of the practice, incorporating Risk Management and all other quality initiatives and all aspects of CQC implementation.
4.	<p>Confidentiality</p> <ul style="list-style-type: none"> • To maintain confidentiality of information relating to patients, clients, staff and other users of the services in accordance with the General Data Protection Regulations 2018 including outside of the work environment. Any breach of confidentiality may render an individual liable for dismissal and/or prosecution
5.	<p>Safeguarding</p>

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	<ul style="list-style-type: none"> Whilst in post, staff are expected to acquire and update their knowledge on safeguarding as per the intercollegiate document requirements and Thistlemoor Medical Centre policies.
6.	<p>Professional development</p> <ul style="list-style-type: none"> The post holder will participate in any training programme implemented by the practice as part of this employment To participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
7.	<p>General</p> <ul style="list-style-type: none"> To undertake any other duties commensurate with the role. In light of national policy and due to the needs of the business it may be necessary for the Partnership to alter the opening hours of the surgeries. This could incorporate different opening hours and weekend working which may affect when you are required to work. The post holder is expected to be flexible and accommodating, following consultation, in terms of any changes to operating times in the future.

This job description is not exhaustive and may be adjusted periodically after review and consultation. You will also be expected to carry out any reasonable duties which may be requested from time-to-time.

I have read and accept all above sections of the contract of employment for Health and Well-Being Coach and the terms and conditions of service as from _____

Signed:

Dated:

Signed on behalf of the employer:

Prepared by: Dr Neil Modha/ Paulina Janczura

Title: Practice Business Manager / Practice Manager

Updated July 2020/ Next review due July 2020