

JOB DESCRIPTION

Emotional Health & Wellbeing Coach – B&NES

# MAIN PURPOSE

* To support service users set goals for improving their emotional health and wellbeing, agree action-plans, and provide practical support and information that will help people to sustain their new health behaviours.
* Help people to identify how their behaviours may be affecting their emotional health and wellbeing.
* Support individuals to create a health plan to help make changes to improve their emotional health.
* Help individuals to become more knowledgeable about things that can affect their health emotional health and wellbeing.
* Signposting to other agencies and professionals.

# SUMMARY OF RESPONSIBILITIES AND DUTIES

* Play a critical role in engaging people by using health coaching techniques to support service users to take an active role in their health and wellbeing, providing face to face 1-2-1 & group support
* Support for individuals to access appropriate community resources and services.
* Use clinical systems, to manage service user data for accurate record keeping.
* Identifying people with long term conditions to help support their health and wellbeing.
* Identify and engage with individuals from agreed target groups providing information to individuals about the relationship between behaviours and emotional health, promoting improvement in their health and wellbeing.
* Support and motivate individuals, over around 6 sessions throughout a year, to identify their health needs and assess the barriers that prevent them from making healthy choices, assisting individuals to learn in learning how to make better health choices and support them in initiating and sustaining appropriate behavioral changes using their 'personal health plan' (PHP).
* Map and connect to community activities and resources within B&NES to support emotional heath and wellbeing
* Build strong links with the voluntary sector to improve partnership working.
* Adopting a multi-disciplinary and multi-agency approach to care, ensuring that all aspects of

the service users needs are met.

* Keep accurate records and written reports and ensure patient contact data is recorded in accordance with Everyone Health and Commissioner Policies, to ensure compliance with Information Governance GDPR and Data Protection in relation to client and patient information.
* Manage waiting lists if appropriate.
* The post holder will have a key role in helping to raise the local population’s awareness of the support, groups and opportunities available to assist them in achieving their emotional health and wellbeing goals.
* Be accountable for the monitoring and achievement of service key performance indicators (KPIs) and other quality related targets.
* Utilise a range of communication methods including digital technologies, telephone, email and text to ensure patient-led support is proportionate to individual needs
* 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.
* Ensure that commitment to equality and diversity is reflected at all stages of project planning, delivery, and evaluation, in line with agreed service standards.
* Attend community events to promote the service.
* Understand and adhere to strict confidentiality and safeguarding protocols.

# PERSON SPECIFICATION

## SKILLS & ABILITIES

* + Be able to plan and manage own time and activities around the needs of individuals in the community to respond effectively to referrals
	+ Ability to keep accurate records of activity to provide data and monitoring information
	+ Effective numeracy and literacy skills
	+ Emotionally sensitive and empathetic to members of the public who wish to improve their health, to be supportive and encouraging to people in difficult (sometimes frustrating) situations
	+ Value and be respectful of other people – regardless of background or circumstances
	+ Have strong interpersonal and communication skills
	+ Be flexible with good time management and planning skills
	+ Be interested in motivating and supporting both individuals and groups in community- based settings, and in the home.
	+ Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload
	+ Knowledge of public health issues in the local area
	+ Understanding of, and commitment to, equality, diversity and inclusion.

## KNOWLEDGE

* + In depth knowledge of local communities
	+ Knowledge of the challenges to achieving health improvement amongst local vulnerable and deprived communities
	+ Knowledge of IT systems to include the ability to use word processing skills, emails and internet.
	+ Knowledge of the needs of patients with long term conditions
1. **EXPERIENCE**
	* Experience of working with and engaging individuals and groups of adults with poor emotional wellbeing.
	* Experience of actively engaging with local communities.
	* Experience of using Microsoft programmes (Word and Excel)
	* Experience of team working
	* Experience of managing a personal workload or caseload
	* Experience in health promotion
	* Experience of working directly in a community development context or public health/health improvement
	* Experience using clinical systems e.g., SytmOne
	* Experience of partnership/collaborative working and of building relationships across a variety of organisations including the voluntary sector

## QUALIFICATIONS

**Essential:** GCSE Math’s and English to at least Grade C, or equivalent.

**Desirable:** Recognised Health Trainer qualifications e.g., City & Guilds Level 3 *Certificate for Health Trainers*, or equivalent, or Royal Institute of Public Health Level 2 *Understanding Health Improvement* or equivalent. If this is not held, the post holder will be supported in achieving these qualifications within the probationary period.

Mental Health First Aid Qualification

## 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 levels of travel across B&NES working in a variety of settings
* Full UK Driving license and access to a car for work- with ‘business purposes’ insurance
* 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)

**6. SAFEGUARDING**

**Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.**

**7. FITNESS TO PRACTISE**

Applicants will need to confirm if:

* They’re currently subject to a fitness to practise investigations or proceedings by a regulatory or licensing body
* They’ve been removed from any professional register or licensing register
* They’ve had conditions or sanctions placed on their registration
* They’ve ever had restrictions placed on their clinical practice as part of the revalidation process

Everyone Health delivers multi-component health related and lifestyle services, including prevention and early intervention, on behalf of Clinical Commissioning Groups and Local Authorities in community based localities across the UK.