

Post Specification

Post Specification - Key Information

- **Post Title: Health and Wellbeing Coach**
- **Date: February 2023**
- **Post Group Number: 6527**
- **Job Family: People Care and Development**
- **Job Family Role Profile: PCD10ii**
- **Final Grade: 10**

To be read in conjunction with the job family role profile.

Service Area Description

Health and Wellbeing Team within Health and Care Directorate

Purpose of this Post

As part of a wider health and social wellbeing system, to work with individuals (over the age of 16) and families in their home and local communities to improve their health and wellbeing and reduce demand on statutory services by:

- Helping them to identify health and wellbeing aspirations and goals
- Helping them to take action on factors that influence their health and wellbeing, their lifestyle, relationships and economic situation
- Building their capacity to be independent and resilient.
- Assisting them to engage with their local communities and social networks, including
- Working with statutory services, carers and the individual to identify alternatives to statutory support.

For those already accessing statutory services, Health and Wellbeing Coaches will work with them to 'step-down' to non-statutory services when appropriate to do so.

Key Job Specific Accountabilities

1. 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.

2. 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.
3. Assess how people's lifestyle, relationships and economic situation are impacting on their health and wellbeing. Work with individuals to co-produce, and work towards, wellbeing plans over an agreed timescale. Review and revise plans as necessary. 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.
4. Using coaching and motivational interviewing techniques, help people to develop the skills and confidence so in the future they can be resilient and i) prioritise their wellbeing and ii) actively plan to maintain their independence in the future.
5. 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.
6. When people in Cumbria are affected by a crisis and/or major incidents (such as environmental disasters like flooding), adopt a flexible approach to providing support and assistance where it is needed most. This may be as part of a multi-agency response to the needs of an individual, family, or as part of wide-scale emergency response and recovery arrangements.
7. 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 Cumbria County Council's Health and Care Directorate.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** A nominal budget will be allocated to the Health and Wellbeing Coaches to support work with clients.
- **Staff Management Responsibilities:** Work across traditional boundaries, at an operational level, to encourage and influence others to be inclusive and to help build individual and community capacity. · Mentoring and guiding less experienced colleagues · Support Team Leaders with the development of the entry level health and Wellbeing coaches
- **Other:** Adhere to CCC Safeguarding Adults and Children protocol · Work within allocated budget for funding associated with short term accommodation · Confidential information and records · Data collection, outcome monitoring and reporting · IT Equipment

Essential Criteria

- **Qualifications:** Safeguarding Level 2 or equivalent. Level 6 qualification in coaching or equivalent.
- **Knowledge** and experience of homelessness desirable
- **Experience** and understanding of theoretical approaches, practices & procedures relevant to health improvement & wellbeing (stop smoking, weight management, sensible alcohol consumption, mental wellbeing)

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is *(remove others not required)*:
 - DBS Enhanced - Children & Adults

Job Working Circumstances

- **Emotional Demands:** Working with vulnerable adults and young people with complex needs · Working with diverse client groups · Unpredictable demands and disruption to planned work
- **Physical Demands:**
- **Working Conditions:** Rotational weekend “on call” duties · Lone working · May work with high risk customers who can present as violent and distressed · Home visits · Isolated working outside core hours

Other Factors:

- Travel around Cumbria
- Driving Licence and access to a car
- Agile working applies
- Working across districts