

## SOUTHMEAD DEVELOPMENT TRUST

### Job Description

**Post:** Wellbeing Coach

**Job Purpose:** To empower people to take control of their health and wellbeing whilst reducing health inequalities by addressing the barriers to physical activity and healthy eating in areas of multiple deprivation. This will be done through holistic 1:1 support and the development of community-based groups and activities based on local and population-specific need.

**Responsible to:** Fitness and Wellbeing Manager

**Salary:** £21,095 - £25,210 per annum pro rata

**Hours:** Up to 22.5hrs/week

**Location:** The Greenway Centre in Southmead, North Bristol [and community locations across North Bristol]



### Roles and Responsibilities:

#### 1. Provide personalised support

- Using motivational interviewing and other techniques; provide personalised support to those referred (participants) to access individual exercises, groups and activities which will help meet their needs, circumstances and preferences.
- Assess the above participants using exercise on referral assessments, to ensure any suggested activity is safe and has a positive impact.
- Work alongside participants to address the barriers to exercise and healthy eating and other things which are negatively affecting their wellbeing.
- Empower participants to maximise the control they have over their lives through enabling them to assess their own abilities, identify goals, take charge of decisions which affect them and improve their ability to self-care.

- Where appropriate, physically introduce people to community-based exercise groups, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, feel included and are receiving good support.
- Effectively manage and prioritise a caseload of participants (approx. 150 per year, offering up to 6 sessions to each) ensuring ambitious performance targets and project objectives are met.

## **2. Referrals**

- Build strong relationships with Southmead Development Trust's Social Prescribing Link Workers - attending relevant meetings, becoming part of the wider team, giving information and feedback on referrals
- Be proactive in developing links with all local agencies to encourage referrals, recognizing what they need to be confident in the service to make appropriate referrals
- Work in partnership with all local agencies to raise awareness of the importance of physical activity and healthy eating and how the Wellbeing Coach approach can reduce pressure on statutory services and improve health outcomes
- Provide referrers with regular updates about the project, seek regular feedback about quality and impact of service
- Be proactive in encouraging self-referrals and local VCSE organisations, community groups and statutory services connecting with all local communities, particularly marginalized communities.

## **3. Addressing gaps in provision and volunteers**

- a. Facilitate exercise classes as demand requires.
- b. Use an asset-based community development approach to identify unmet needs within the community around physical activity and healthy eating – developing new groups, classes and other provision where needed.
- c. Encourage and support local people to volunteer in order to build their skills and confidence, and strengthen community resilience

## **4. Data capture**

- Keep accurate records relating to the interactions that take place as part of the delivery of the project, contributing to the collection of monitoring information and preparation of progress reports.
- Follow agreed processes and protocols for receiving, storing and transferring information about patients and ensure that confidentiality is maintained – completing all necessary administration in a timely and comprehensive manner.

## 5. Professional development

- Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities
- Access regular clinical supervision, to enable you to deal effectively with the difficult issues that people present

### General Duties:

- To comply with all Southmead Development Trust’s policies and procedures.
- To promote good equal opportunities practices and to take positive steps to counter discrimination however and wherever it occurs
- To represent Southmead Development Trust’s values at all times.
- To maintain a professional attitude and conduct at all times.
- Have a Flexible approach to working which will include evenings and weekends.
- To participate in training, professional development and team meetings as required
- Any other duties as and when required

### Person Specification

Post Title: Wellbeing Coach			
	ESSENTIAL	DESIRABLE	EVIDENCE
Qualifications	<ul style="list-style-type: none"> <li>• Educated to a minimum of level 3 (e.g. A levels, NVQ3)</li> <li>• Level 3 exercise on referral qualification</li> </ul>	<ul style="list-style-type: none"> <li>• Trained in Motivational Interviewing</li> </ul>	Application Form

		<ul style="list-style-type: none"> <li>• Level 4 in Exercise Referral and a Level 4 in Obesity and Diabetes Management</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of planning and delivering 121 exercise programs and community-based exercise classes</li> <li>• Experience of working holistically, on a one-to-one basis, with people with poor mental health and wellbeing.</li> <li>• Experience in a role that involves promoting health and wellbeing</li> <li>• Knowledge of how to support people through a change process; particularly around physical activity and diet.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven track record of working successfully with GPs, health providers and community groups to deliver measureable improvements in health outcomes</li> <li>• Experience of implementing monitoring and evaluation systems</li> <li>• Experience of working with the VCSE sector, including with volunteers and small community groups.</li> <li>• Experience of partnership/collaborative working and of building relationships across a variety of organisations.</li> </ul>	Application Form Interview
<b>Specific Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>• In-depth knowledge of challenges related to obesity and barriers to engagement for this population.</li> <li>• Genuine passion, empathy and desire to support residents to lead healthier and happier lives and to motivate others to reach their potential.</li> <li>• Ability to listen, empathise with people and provide person-centred support in a non-judgemental way, respecting lifestyles and diversity and inspiring trust and confidence.</li> <li>• Good written and verbal communication skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Up-to-date knowledge of developments in the public health, social care and clinical services landscape.</li> <li>• An understanding of health, social care and voluntary sector provision, the challenges currently faced and the issues affecting local communities.</li> </ul>	Application Form Interview

	<ul style="list-style-type: none"> <li>• Confidence in having difficult conversations.</li> <li>• Good IT skills, including word processing, spreadsheets, email, web research.</li> <li>• Ability to work independently and proactively on own initiative and to work flexibly and enthusiastically as a valued member of a team.</li> <li>• Good organisation skills, with the ability to complete administration tasks effectively and efficiently and to organise, plan and prioritise on own initiative.</li> <li>• Understanding of health inequalities/social determinants of health and knowledge of community based interventions that support residents to lead healthier and happier lives.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of community development approaches.</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Demonstrate personal accountability, emotional resilience and works well under pressure.</li> <li>• A willingness to undertake any other duties commensurate with the post.</li> <li>• Willingness and ability to work outside normal office hours and across multiple sites.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Southmead and the issues facing local people</li> </ul>	Application Form Interview