

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Social Prescribing Health and Wellbeing Coach
Employed by: Imago
Responsible to: Social Prescribing Manager
Working hours: Full time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies. We work in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people

Purpose of Role: Health and wellbeing coaches 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.

RESPONSIBILITIES AND DUTIES

- Coach and motivate patients through multiple sessions to identify their needs, set goals, and support them to implement their personalised health and care plan
- 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
- Provide interventions such as self-management education and peer support; support people to establish and attain goals set by the individual based on what is important to them; work with the social prescribing service to connect them to community-based activities
- Provide support to local community groups and work with other health, social care and voluntary sector providers to holistically support patient health and well-being
- Ensure PCN staff are aware of health coaching and social prescribing services; support understanding of personalised care, behavioural approaches; ensure consistency in the follow up of patient goals where an MDT is involved
- Raise awareness within the PCN of shared decision-making, decision support tools and supporting people in shared decision-making conversations
- 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
- Explore and support access to personal health budgets as appropriate
- Utilise existing IT and MDT channels to screen patients, with an aim to identify those that would benefit from health coaching

- Health coaching link workers will be required to be trained in health coaching in line with the NHS England and NHS Improvement summary guide

ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of working with vulnerable adults and mental health in the social care, health, education or voluntary and community sector; experience of working in a health environment, GP Surgery, Health Centre or Hospital.
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication skills
- A practical understanding of physical, emotional and attitudinal barriers facing vulnerable adults with mental health and multiple needs
- Confident working within professional boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database; use of social media
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent
- Hold a full driving licence with business insurance and have access to own transport.

Desirable Experience

- NVQ level 3 in Health and Social Care or Information and Guidance
- Knowledge of policy and legislation relating to vulnerable adults and mental health

Post is subject to references and a satisfactory enhanced

Disclosure and Barring Service check