



Solutions4Health

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JOB DESCRIPTION FOR

Senior Wellness Coach – Shape Up 4 Life and active opportunities

Responsible to:	Service Manager/Assistant Manager
Base:	Peterborough
Salary:	£14,250 to £16,500
Contract Type:	Part Time – 30 hours
Project:	Healthy Peterborough

JOB SUMMARY

The postholder will deliver predominantly but not exclusively, group-based sessions in the Shape Up 4 Life and Let's Get Moving programmes. Shape Up 4 Life is a 10-week Tier 2 weight management programme that enables clients to understand evidence based healthy eating guidance and participate in a monitored exercise and dietary change programme. The Let's Get Moving (LGM) is an 8-week physical activity programme for adults who are inactive or living with a long-term condition. The role will also require the postholder to manage the sustainability of the programmes including supporting service users with information about local opportunities to be active or to continue their programme through on-line Shape Up 4 Life or community networks of support.

In addition, the role will involve leading on the delivery of the Let's Get Healthy (LGH) programme. This programme is delivered over 10 weeks and is designed to support children aged 4-12 years and their families to live a healthy active lifestyle. The postholder will also support the service lead with delivering the contractual obligations relating to these programmes.

Working as a key member of the service delivery team, the main elements of this role will include:

- Supporting the provision of a single point of access for all targeted lifestyle services via telephone and online with self- help and key links to other local support and services.

- Ensuring high quality standards are met and remain consistent amongst all members of the team, including volunteers, when supporting or delivering Shape Up 4 Life programme/LGM and LGH
- Supporting the delivery of an assessment/triage tool to assess people's wellness needs and readiness to change.
- Supporting, and directly providing where appropriate, targeted lifestyle services such as: Motivational Interviewing, Health Trainers, Physical Activity, NHS Community Health Checks, and Stop Smoking & Adults Weight Management.

MAIN DUTIES AND RESPONSIBILITIES

1. To accept and respond to referrals in line with agreed protocol and targets
2. Delivery of the Shape up 4 Life/Let's Get Moving/Let's Get Healthy programmes via the instructor manual to groups within local community settings
3. To promote the programmes and encourage referrals across a wide range of settings
4. To help clients to develop a personal health plan and make the changes they want to make
5. To support clients in maintaining their behaviour change and help them access and use local services
6. To assess the clients' motivation and readiness to set a lifestyle goal
7. Help clients identify how their behaviour might affect their health and wellbeing
8. To ensure patients/clients are followed up appropriately in line with the monitoring and evaluation protocol
9. Build up and maintain knowledge of local groups, organisations and contacts within the community
10. Provide clients with accurate and reliable information about a range of health issues including their CVD risk associated with Health Checks
11. To review data monthly and provide monthly and quarterly audit reports
12. To liaise with GPs and other members of the primary care team and community to promote the integrated lifestyle service and encourage appropriate referrals
13. To participate in the delivery of health promotion campaigns and events across a range of settings
14. Assist with supporting volunteers recruited to the service
15. Where appropriate signpost to other services for information support and services
16. To be responsible for data collection and recording as part of the performance management system
17. Seek advice and support as and when appropriate
18. Ensure client confidentiality protocols are maintained
19. Take responsibility for the quality and effectiveness of delivering the programmes in accordance with protocol and ensuring the programme is sustainable
20. To act as a role model to other staff and volunteers delivering or supporting these programmes, ensuring high standards of programme delivery remain consistent
21. To carry out audits and assess staff delivering programmes including the inputting of data onto the Integrated Health System in a timely manner

22. To support the service lead with delivering on KPI's relating to Shape Up 4 Life/LGM/LGH including data collaboration and reporting
23. To utilise digital platforms including social media and the Healthy Peterborough website to promote the programmes
24. Ensure the service is up to date in accordance with the latest best practice guidelines and all risk assessments are completed prior to sessions starting
25. React promptly when faced with operational risks that may inhibit service delivery
26. To suggest changes to the program appropriately
27. To capture data accurately and report the data on time and efficiently.
28. To run the programme in a cost-effective way
29. Ensure there is material to promote the service
30. Ensure the service is delivered to meet the yearly key performance indicators set by the council.
31. Ensure sufficient courses run at different times and days of the week to increase accessibility to the community in Peterborough including weekends and evenings.
32. To provide a monthly update for the service lead and management
33. Any other tasks requested by management in regard to the job role.
34. Organise and support the team to deliver Work events and Outreach events
35. Flexible to cover venues in case of sickness or annual of a staff member if required
36. Flexible to work or answer phone calls over the weekends and/or out of hours to support team members
37. Any other tasks requested by Service Manager.

Targeted Lifestyle Support

For local residents that require additional support to change lifestyle behaviour(s), the post holder will support, or where appropriate deliver, components of the following lifestyle service programmes:

Weight Management

Assist with the development and delivery of a Tier 2 weight management programme, comprising of a healthy eating and physical activity programme that offers support to empower people to practically incorporate healthy eating messages into day to day dietary choices, to reduce their risk of diet-related conditions and to increase their activity levels to national recommendations.

NHS Community Health Checks

Assist with the early identification of vascular disease, assessment and communication of vascular risk and advice and referral for risk reduction, through the provision of community health checks. Key tasks will include: identifying those eligible for an NHS Health Check in community and workplace settings; delivery of an NHS Health Check that meets national and local quality standards; communication of risk and the offer of advice and referral; and the recording of the health check complying with the NHS Document and Records Management Policies and transfer of data to the GP practice record to comply with Caldicott Guidance.

Stop Smoking Service

Assist with supporting smokers who are motivated to stop, set a quit date immediately (or in the very near future), or stop smoking completely, by providing a combination of behavioural support and licensed pharmacotherapy stop smoking treatments.



The pathway for clients to receive targeted lifestyle support will be internal referral via the single point of access.

ELIGIBILITY TO WORK IN THE UK

All applicants must be eligible to work in the UK. We only accept applications from candidates who are legally entitled to work in the UK.

EQUAL OPPORTUNITIES

Solutions 4 Health is committed to the development of positive policies to promote equal opportunity in employment. All employees have a responsibility to ensure that they understand, comply with and promote the Equal Opportunities Policy, avoiding behaviours which discriminate against colleagues, potential employees, clients or patients on the grounds of sex, marital status, race, age, sexuality, colour, nationality, ethnic or national origin, religion or disability.

DISCLOSURE AND BARRING SERVICE CHECK

All Solutions 4 Health employees either in direct contact with patients and/or with access to patient data are required to pass a Disclosure and Barring Service (DBS) check. It is a requirement of this post that you undertake an enhanced DBS check, and you will be asked to complete and sign a Disclosure Form giving permission for the screening to take place. If you refuse to sign the form your appointment will not be progressed further.

SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN AND VULNERABLE ADULTS

Solutions 4 Health is committed to safeguarding and promoting the welfare of children and vulnerable adults. This is defined as protecting children and vulnerable adults from maltreatment, preventing impairment of their health or development and ensuring that their domestic and social circumstances are consistent with the provision of safe and effective care.

NO SMOKING POLICY

Solutions 4 Health has a No Smoking Policy, which does not allow smoking by staff or visitors on any of our premises.

Person Specification for

**Senior Wellness Coach –
Shape Up 4 Life and active opportunities**

KNOWLEDGE: ESSENTIAL CRITERIA

- Knowledge and understanding of the wider determinants of health and health inequalities and barriers to health improvement
- Knowledge of health promotion
- Knowledge of the work of the NHS and local government in relation to Public Health
- Understanding of the principles and practice of client confidentiality
- Knowledge of behaviour change approaches
- Knowledge of integrated health improvement service delivery
- Knowledge of behaviour change models
- Knowledge of the problems faced by socially disadvantaged sectors of the community
- An understanding of the impact of inequalities and deprivation on health
- Working knowledge of issues regarding information governance and management
- Working knowledge regarding safeguarding processes and policies.
- Knowledge of existing weight management programmes

DESIRABLE CRITERIA

- Knowledge of local opportunities to be active

SKILLS AND ABILITIES: ESSENTIAL CRITERIA

- Effective communication and influencing skills/motivational interviewing
- Ability to use influencing/persuasion/motivating skills to achieve results
- ICT including Website updating, keyboard skills and use of training equipment,
- Develop and manage own work programme
- High levels of concentration to complete tasks in an open plan office environment with regular interruptions and requests from service users
- Ability to cope with distressed / aggressive individuals on an occasional basis
- Listening skills, non-judgemental attitude and commitment to empowering people
- Ability to adapt exercises to suit client need
- Capability to encourage behaviour change to challenging audiences
- Presentation skills and ability to adapt on demand
- Ability to plan workload in order to meet deadlines and KPI's
- Ability to lead by example and act as a positive role model



DESIRABLE CRITERIA

- Ability to communicate in an additional language i.e Urdu/Punjabi, Polish, Czech/Slovak, Lithuanian, Latvian

EXPERIENCE: ESSENTIAL CRITERIA

- Experience of working with clients at a one to one level as well as in a group setting
- Experience of setting individual action plans
- Delivering targets to deadlines
- Knowledge and experience in electronic record keeping
- Interest and experience in behaviour change, health improvement or health care
- Experience of delivering events and campaigns
- Experience of delivering group-based programmes and working effectively in a team
- Able to identify, assess and manage risks
- Experience of delivering a weight management programme
- Experience of teaching exercise to clients of varying needs

DESIRABLE CRITERIA

- Working with populations with poorer health outcomes
- Experience of adapting methods of work to improve quality and consistency
- Experience of sourcing relevant training providers

QUALIFICATIONS – ESSENTIAL CRITERIA

- REPs Level 3 Qualification
- Level 2 Gym Instructor or Exercise to music
- First Aid Qualification

DESIRABLE CRITERIA

- Level 3 Health Trainer Qualification
- NCSCCT levels 1 and 2 Smoking
- Level 3 personal training
- NHS Health Check Training

PERSONAL CIRCUMSTANCES- ESSENTIAL CRITERIA

- Willingness to undertake further training and development
- Vehicle available for work
- Ability to lift and handle equipment
- Willingness to work flexible hours to meet the needs of the post – working regular evenings and weekends
- Willingness to undertake any other duties in line with service requirements



EQUALITY AND CUSTOMER CARE- ESSENTIAL CRITERIA

- Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities (A & I)
- Knowledge and understanding of effective customer care (A & I)