

JOB DESCRIPTION	
<b>JOB TITLE: Health &amp; Wellbeing Coach (National Diabetes Prevention Programme)</b>	<b>SALARY RANGE: £30 - £40 per session</b> <b>£25,000 - £28,000 (inside London)</b> <b>£22,000 - £25,000 (outside London)</b>
<b>VERSION: February, 2017</b>	<b>REPORTS TO: Health &amp; Wellbeing Manager</b>

MAIN PURPOSE
<p>Health &amp; Wellbeing Coaches are critical to the successful delivery of Reed Momenta’s world class evidence-based health and wellbeing behavioural lifestyle interventions. Comprising of both group-based and one-to-one health and wellbeing interventions, the Health &amp; Wellbeing Coach will be responsible for delivering the NHS Diabetes Prevention Programme, to agreed quality standards<sup>(1)</sup> in order to support participants in achieving a healthier lifestyle.</p> <p>Formed in 2015, Reed Momenta has expanded rapidly, developing and delivering evidence-based lifestyle and wellbeing programmes that help people improve their health. Guided by psychologists, dietitians, physical activity experts and other specialists our local teams support people to make sustainable, positive changes using engaging and interactive interventions that address individuals’ needs. We deliver our services in the heart of communities, working with local public, private and voluntary partners.</p> <p>We currently provide a range of adult health and wellbeing services in over 20 local authorities and are one of only four national providers of the flagship NHS Diabetes Prevention Programme. We also deliver weight management, activity on referral, smoking cessation, alcohol harm reduction, health checks and other healthy lifestyle promotion, outreach, support and training services – either directly or through trusted partners.</p> <p>Reed Momenta requires the full commitment and cooperation of its employees to strictly adhere to company policies and procedures, which includes data protection<sup>(2)</sup>, health and safety<sup>(3)</sup>, diversity<sup>(4)</sup> and safeguarding<sup>(5)</sup>.</p> <p>The information below describes your key responsibilities. This is not intended to be an exhaustive list and as such you will be expected to carry out any other duties that may be specified by your Line Manager from time to time. This job description is non-contractual.</p>

KEY RESPONSIBILITIES
<p><b>Group Delivery</b></p> <p><i>Health &amp; Wellbeing Coaches will be responsible for effective delivery of the National Diabetes Prevent Programme. Delivering in accordance with the curriculum, resources and quality standards, they will support and coach participants to achieve sustained behavioural improvements in their lifestyle and health.</i></p> <ul style="list-style-type: none"> <li>• Deliver the National Diabetes and Prevention Programme and other elements of service in a manner that engages and interests all participants.</li> <li>• Ensure at all times that information and/or key messages are expressed in a way that is clear, accessible to all and factually correct.</li> <li>• Tailor delivery to meet the participant’s needs and learning styles.</li> <li>• Create a constructive and confidential learning environment to maintain confidentiality.</li> </ul>

- Effectively manage group dynamics ensuring everyone is given the opportunity to actively participate in the programme, ensuring participant confidentiality at all times.
- Utilise coaching techniques to facilitate positive discussions to enable the group to solve problems/challenges for themselves and to constructively address individual or group perceptions/opinions.

### **One-to-One Delivery**

*Health & Wellbeing Coaches are responsible for delivery of some services on a one-to-one basis. In such circumstances this will include the following duties:*

- Conduct initial assessments in an engaging and informative manner that promotes participant retention and ensures relevant metrics are collated in relation to blood glucose levels (in order to accurately predict risk of type 2 diabetes).
- Provide face-to-face and where appropriate, telephone and/or online health support.
- Use appropriate techniques with participants to help initiate and sustain lifestyle changes.

### **Programme Promotion and Planning**

*Health & Wellbeing Coaches help promote programmes within the community and support their Line Manager to co-ordinate and plan their service delivery responsibilities.*

- Promote service offering within community delivery venues, distributing marketing literature as appropriate.
- Support the promotion of the programme by attending local events as and when required.
- Liaise with professionals including GP's and primary care staff to promote and generate referrals to the service.
- Plan, schedule and promote programmes in collaboration with Project Manager, Health & Wellbeing Manager and the administrative team.

### **Supporting and Recording of Participant's Progression**

*Through each stage of the participant's journey the Health & Wellbeing Coach captures contract-specific data on our Reed Momenta systems in order to monitor participant's progression and outcomes, assure quality and comply with Commissioner reporting requirements.*

- Measure, monitor and report on participants' progress and programme performance as defined by the National Diabetes Prevention Programme.
- Ensure records of participant attendance and progress are thoroughly captured on our Reed Momenta systems and are input in a timely and secure manner, with due reference and compliance with information governance standards<sup>(2)</sup>.
- Conduct reviews with each participant as required by the Reed Momenta service guidelines to assess progress, celebrate success and explore activates to support sustained improvement in their lifestyle and health (including signposting to appropriate local health and lifestyle provision).

### **Self-development & Continuous Improvement**

*To ensure the programme is performing effectively and to the highest standards, Health & Wellbeing Coaches are expected to proactively contribute ideas for service improvement and actively and satisfactorily participate in initial training and continuous professional development activities to ensure they maintain up to date relevant skills for their role.*

- Attend and participate in both initial training and ongoing continuous professional development interventions to acquire and develop relevant professional competence.
- Maintain up to date and relevant knowledge and skills through proactive continuous professional development activities.
- Suggest design improvement, or adaptations, or additions to service delivery, through constructive feedback to the senior management team.

- (1) Quality Standards:** all employees are provided with training relevant to their role, for example Momenta training for those roles who are delivering or managing the delivery of weight-management behavioural intervention (mapped to NICE guidance), blood glucose testing training and contract specific procedural training. It is the responsibility of all employees to deliver services in line with the quality standards outlined in the training and associated document / procedures.
- (2) Data Protection:** it is the responsibility of all employees to maintain the confidentiality of information about participants, patients, staff and other health service business and meet the requirements of the Data Protection Act (1998) and Caldicott Guidelines at all times. Employees must comply with all Reed Momenta Information and Data Protection policies at all times. The work of Reed Momenta is of a confidential nature and any information gained by Reed Momenta employees in their role must not be communicated to other persons except where required in the recognised course of duty.
- (3) Health and Safety:** it is the responsibility of all employees to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work.
- (4) Diversity:** it is the responsibility of all employees to maintain a work environment where everyone feels valued and respected, irrespective of their race, gender, ethnicity, marital/civil partnership status, age, disability, religion, belief or sexual orientation.
- (5) Safeguarding:** it is the responsibility of all employees to make the working environment safe and secure for all participants accessing our services, including children or young people and adults at risk.

## PERSON SPECIFICATION

### APPLICATION SCREENING CRITERIA

#### Required Education Attainments

- REPS Level 3 Exercise Referral qualification or equivalent; **or**
- Level 3 qualification in health improvement or promotion or public health or equivalent (eg. City & Guilds Level 3 Health Trainer or equivalent); **or**
- Level 3 qualification in nutrition; **or**
- Level 3 Training qualification (eg. PTTLs/Award in Education & Training or equivalent).

#### Required Knowledge & Skills Attainments

- Experience of working with or facilitating diverse participant groups.
- Experience of and/or interest in working with individuals or groups to achieve behavioural or lifestyle changes.
- Experience of/and or interest in delivering group based health or advice and guidance interventions.

### SELECTION CRITERIA

#### Essential Criteria

- Ability to establish an effective and appropriate rapport with programme participants who need to achieve and maintain lifestyle changes.
- An understanding of and/or interest in health-related physical activity, healthy eating and health related behaviour change.
- Active listening skills whilst maintaining a non-judgemental perspective on participant's lifestyle, weight and health.
- Ability to communicate sensitively and accurately, information regarding an individual's health and weight.
- Ability to coach individuals and groups to identify solutions and develop knowledge and skills to support behavioural change.
- Demonstrable time management and personal organisation skills with the capacity to monitor, evaluate and report on work carried out.
- Willingness to undertake evening and weekend work as required.
- Willingness and flexibility to travel in order to deliver programmes across designated region.

#### Desirable Criteria

- Experience in using coaching skills to help individuals to improve their health and/or physical fitness.

- Experience of using behavioural techniques to help individuals improve their health.
- Fluency in community languages. Community languages may include: Cantonese, Mandarin, Hindi, Urdu, Punjabi, Somali, Vietnamese, Dari, Yoruba, Turkish, French, Spanish, Albanian, Arabic, Bengali, Farsi, Gujarati, Polish, Serbian and Greek (dependent on location of service delivery).
- An understanding of the lifestyle and behaviour challenges that can impact on a participant making necessary changes to bring about sustained health improvement.
- Demonstrated capability to work with MS Office packages and basic databases; capable of maintaining accurate and up to date records in paper and electronic systems to a high standard. Holding such records securely and confidentially.