

## Wellbeing Coach – Job Description

<b>Job Title:</b>	Wellbeing Coach
<b>Responsible to:</b>	Service Delivery Manager
<b>Location:</b>	Initially based at home during COVID-19 restrictions; Later based at Into Work Head Office at Norton Park, Edinburgh
<b>Hours of Work:</b>	28 – 35.75 hours (TBD)
<b>Salary:</b>	£25,213 (Pro Rata)
<b>Type of Contract:</b>	18 months– 2 years Fixed Term (TBD)

### Project

Well-being Works aims to help people build their confidence, capacity, and coping strategies, before, during and at the end of their supported employment journey with us.

Well-being Works will build the overall capacity of Into Work's employment services by developing stronger links and pathways to health and community agencies that potential and current service users will benefit from.

### Overall Purpose of the Job:

To develop, co-produce and deliver our new Well-being Works Project with disabled people and people with long term health conditions. Offer group and 1:1 well-being sessions with supported employment service users experiencing a range of issues (including anxiety and mental health difficulties, trauma, housing, debt, poverty, isolation, family and other social relationships).

To support the participants of the project you will develop and build on existing pathways to encourage appropriate referrals in to Into Work and to signpost or refer service users to appropriate interventions or specialist services as and when required.

You will work closely with Into Work supported employment colleagues to build on existing knowledge, skills, and experience and to offer potential progression routes towards employment through volunteering, improving physical and mental health and mindfulness exercises.

### Responsibilities:

#### Service user support

- Identify and carry out appropriate methods to engage with colleagues and service users to co-produce the design of the delivery.
- Plan, co-ordinate and facilitate group and 1:1 sessions.
- Liaise with specialist provision to access and deliver specific support on a 1:1 or group basis (e.g. smoking cessation programmes, condition management, nutrition, welfare rights).
- Use appropriate methods of service delivery – face-to-face or video call.
- Apply a person-centred approach.
- Identify and introduce appropriate solution focused, coaching models to 1:1 / group work.
- Support participants in the creation of a personal action plan.

- Liaise with Into Work Supported Employment service on behalf of participants if deemed appropriate.
- Be the main point of contact for project participants and new referrals.

### Project Development & Promotion

- Be the main point of contact for partners, responding to requests for project information, general enquiries and when appropriate referrals in to Into Work.
- Develop resources that are useful for the Well-being Work's Project, utilising well-being approaches and methodologies.
- Work with any shifting priorities, demands and timelines of the project, reacting to project adjustments promptly and efficiently
- Help produce, upload, and distribute promotional material, ensuring that the Well-being Works Project is represented on Into Work's digital marketing (e.g. website and social media).

### Monitoring and Reporting

- Develop, co-produce and maintain appropriate monitoring and evaluation of Well-being Works to demonstrate progress, active learning and to maximise the impact of the project.
- Provide feedback and reports to colleagues, Board and funders.
- Record referrals and when service users have been signposted to a specialist service.

### General

- Promote and undertake all work activities in line with Into Work values
- Attend and contribute to team and organisational meetings as required
- Comply with Into Work policies and practices, following procedures as required.
- Promote and encourage participation in all Into Work Services
- Maintain strict confidentiality of information acquired, complying with GDPR
- Keep up to date with the work of other Into Work projects to help support the promotion of the organisation
- Participate in the day-to-day work of the wider organisation such as contributing to reports; attending team and Board meetings as required, also dealing with more general enquiries from the public and partners and communicating effectively with colleagues
- Work flexibly in response to the needs of the organisation

### Other

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by any changes in the role other than those given in the job specification.

The duties and responsibilities attached to posts may also be varied without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves justify reconsideration of the grading. As a result of such variations it will be necessary to update this job description from time to time.

## Person Specification

<u>Knowledge and Skills</u>	E	D
1. Knowledge, skill and understanding of health and well-being approaches in the context of social model of disability.	✓	
2. Knowledge and understanding of the challenges and barriers faced by disabled people and people with long-term health conditions around employment and other issues in people's lives (poverty, trauma, anxiety, relationships, isolation).	✓	
3. Knowledge and understanding of the barriers faced by those recovering from and managing mental health conditions	✓	
4. Communication skills – the ability to motivate and inspire – to work with a range of people within a variety of environments; awareness of how one is perceived by others; excellent written and verbal communication skills.	✓	
5. Awareness of and ability to understand and respond appropriately to service users' behaviour and needs	✓	
6. Ability to handle competing priorities and make value-based decisions	✓	
7. Initiative and follow-through – the ability to work independently and accurately. Motivated and able to self-organise and record work	✓	
8. Team working skills – relationship-building, a keen desire to share information and knowledge	✓	
9. IT literacy - including a good working knowledge of Outlook email/diary management, Word, Excel, PowerPoint, and databases	✓	
10. A commitment to equal opportunities	✓	
11. Competent in the use of social media including Facebook and Twitter		✓

  

<u>Qualifications</u>	E	D
1. Completion of a health or well-being related qualification (Occupational Therapy, the UKHCA approved health coaching course (or equivalent) or equivalent level of experience & training	✓	

<u>Experience</u>	E	D
1. Experience and success track record in developing, co-producing, and delivering solution focused well-being approaches / coaching model in a 1:1 or group setting	✓	
2. Facilitation of groups, 1:1 or group coaching or training delivery	✓	
3. Experience and skills in co-production approaches in working towards positive service user outcomes	✓	
4. Ability to facilitate groups with varying abilities and needs	✓	
5. Experience of co-ordinating and managing a project and a caseload including the use of recording systems		✓
6. Experience of establishing effective working relationships	✓	
7. Ability to network effectively and develop partnerships with a range of external organisations	✓	
8. Experience of supporting people with complex needs including poverty and trauma	✓	