**JOB DESCRIPTION**

**JOB TITLE:** WorkWell Coach - 12 month Fixed-term (Pilot Programme)

**LOCATION:** Cornwall (PCN-based, with some local travel required)

**REPORTS TO:** Head of Social Prescribing

**HOURS:** Full time / Part time

**SALARY:** Band 4

**JOB SUMMARY:**

50% of the role the WorkWell Coach will support people with disabilities and health conditions to start, stay, and succeed in work. This is a non-clinical role, embedded within the PCN Social Prescribing team, providing early intervention, personalised coaching, and practical support to address barriers to employment.

50% of the role will be to forge partnership working with healthcare professionals, employers, community organisations, and wider support services. Design and deliver a fit note education programme to delivered to all PCN’s across Cornwall.

Evidence shows that good work is beneficial to an individual’s health and wellbeing and protects against social exclusion through the provision of income, social interaction, a core role, identity and purpose. [Good-quality work is a key determinant of health](https://www.instituteofhealthequity.org/resources-reports/fair-society-healthy-lives-the-marmot-review), and prolonged absence from work can lead to a deterioration in health. The longer an employee’s sickness absence lasts, the less likely they return to work at all, and once an individual falls out of work due to ill-health, they are likely to become inactive for a long duration.

In supporting participants with disabilities and health conditions to start, stay or succeed in work, the WorkWell Coach should have a good understanding of the relationship between health and work as a foundation to further training. It should be noted that the examples of work and health training given below were designed for healthcare professionals. While many of these training opportunities do have a broader applicability and are accessible for non-healthcare professionals, pilot sites may wish to bear this point in mind when developing their training plans.

Through WorkWell Cornwall around 2,000 disabled people and people with health conditions across Cornwall will have the opportunity to access:

* an early-intervention work and health assessment service, with low-intensity holistic support for their health-related barriers to employment (support could include employer liaison and work and health coaching)
* a single, joined-up view of and gateway into the services that are available locally to tackle their specific needs. This could include healthcare professionals, community sector services, health promotion programs, more intensive employment support, and much more.

**MAIN DUTIES AND RESPONSIBILITIES:**

### **1. Participant Support**

* Deliver personalised WorkWell coaching, including:
  + Initial holistic assessment of barriers to employment and opportunities for work.
  + Return-to-work and thrive-in-work planning (addressing physical, psychological and social needs).
  + Ongoing personalised support with regular follow-ups to review progress.
* Provide advice and guidance on reasonable workplace adjustments and signposting to specialist services.
* Liaise with employers (with participant consent) to share work plans and offer support.
* Use the WorkWell Personal Budget "Solutions" fund to secure specialist interventions for participants.
* Support a minimum of **10 new participants per month** (“starts”).

### **2. Systems & Service Development**

* Work with PCNs to improve identification and support for patients whose health affects their ability to work.
* Drive improvements in the fit note process and embed “the work question” in clinical conversations.
* Support development of integrated neighbourhood team approaches to coordinate patient care.
* Innovate and test new approaches as part of the pilot, capturing learning to inform wider rollout.
* Produce resources, case studies and user testimonials to support best practice sharing.

### **3. Partnership & Collaboration**

* Build strong links with JCP, community health and wellbeing teams, voluntary and community sector organisations, and local employers.
* Work seamlessly with the PCN Social Prescriber team and wider WorkWell Cornwall coaching community.
* Contribute to WorkWell communications and engagement activities led by the ICB.
* Design and deliver a fit note education programme to delivered to all PCN’s across Cornwall.

### **4. Management & Professional Responsibilities**

* Fulfil all PCN, ICB and DWP protocols and reporting requirements.
* Participate in supervision, training, and team huddles.
* Work creatively and resourcefully to maximise outcomes for participants.
* Uphold the highest standards of professional conduct and confidentiality.

### **5. Data & Reporting**

* Support the development and use of data systems to:
  + Identify patients whose health affects work.
  + Monitor participant progress.
  + Report against DWP-DHSC Management Information requirements (June 2025 update).
* Ensure accurate and timely case management, aligned with SystmOne and other relevant systems.
* Work sensitively with people, their families and carers to capture key information, enabling tracking of the impact of social prescribing on their health and wellbeing.
* Encourage people, their families and carers to provide feedback and to share their stories about the impact of the service on their lives.

**Management Responsibilities**

The WorkWell Coach(es) employed by the PCN within the pilot shall:

* Fulfil the functional requirements outlined above
* Be embedded within the Social Prescriber team and work seamlessly with that team
* Conduct themselves at all times in keeping with the relevant protocols of the PCN, the ICB and DWP stakeholders
* Participate in appropriate regular supervision, support and training as specified by the WorkWell Cornwall programme
* Liaise effectively and coordinate activities with JCP, Community Health and Wellbeing teams, and other local voluntary sector representatives as appropriate
* Work creatively and resourcefully to maximise the value of PCN and WorkWell Cornwall services to their clients
* Participate in training, team huddles and group supervision with the wider WorkWell Cornwall coaching team to support the WorkWell Coach’s continuing professional development, the sharing of learning and best practice across the WorkWell coaching community, and consistency of support to WorkWell participants.

**Professional development**

* Work with your supervising GP and/or line manager (if different) to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.
* Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
* Work with your supervising GP to access regular ‘clinical supervision’, to enable you to deal effectively with the difficult issues that people present.

**Miscellaneous**

* Work as part of the healthcare team to seek feedback, continually improve the service and contribute to business planning.
* Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
* Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

**Clinical Governance**

Contribute to the development and maintenance of sound clinical governance and risk management.

* Support the development/implementation on any new ways of working/policies that need to be introduced across the SAH.
* Support SAHC in operating a quality assurance but no blame culture that adheres to best practice around incident reporting and whistle blowing.

**Engagement with Patients, Internal and External Stakeholders**

* Initiate, develop and maintain excellent third party relationships e.g. with ICBs, NHSE Area Teams, sub-contractor providers, patient groups, local community health teams and other stakeholders to grow, maintain and support service and performance delivery.
* To ensure patient surveys are undertaken, analysed and action plans are developed and acted upon

**Confidentiality**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
* In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation.  All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data. **All such information from any source is to be regarded as strictly confidential.**

**Equality and Diversity**

* The postholder will support the equality, diversity and rights of patients, carers and colleagues to include:
* Acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development**

* The postholder will participate in any training programme implemented by the practice as part of this employment, such training to include:
* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

**Health and Safety**

The postholder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice health & safety policy, the practice health & safety manual and the practice infection control policy and published procedures.

**Appraisal/ Objective setting**

The post holder will participate in an annual review of their performance during the previous year and agree objectives to be met in the next year. These will be reviewed at agreed points during the year. The annual appraisal will be undertaken by the Head of Social Prescribing (line manager) and a designated GP Partner may be present.

**Communication**

The postholder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**Quality**

The postholder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patients’ needs.
* Effectively manage own time, workload and resources.

**Contribution to the implementation of services**

The postholder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate

Social Media and designated other websites cannot be accessed on SAH Computers. Personal mobile phones should not be accessed during working hours.

The details contained in this Job Description are not exhaustive and may change as the post develops.

**Working hours will be for 37.5 hours/week. Set patterns can be discussed and agreed with the Head of Social Prescribing and can includes 8am-8pm Mon – Sat.**

|  |  |
| --- | --- |
| **Postholder’s Signature:** |  |
| **Date:** |  |
| **Signed on behalf of St Austell Healthcare:** |  |
| **Date:** |  |

**Person Specification**

This form lists the essential and desirable requirements in order to do the job. Applicants will be shortlisted solely on the extent to which they meet these requirements.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Job Title:** | **WorkWellCoach** | **Accountable To:** | **Head of Social Prescribing** | | |
| **Criteria** | | | | **Essential** | **Desirable** |
| **Personal Qualities & Attributes** | | | |  |  |
| Ability to listen, empathise with people and provide person-centred support in a non-judgemental way | | | | ✓ |  |
| Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity | | | | ✓ |  |
| Commitment to reducing health inequalities and proactively working to reach people from all communities | | | | ✓ |  |
| Able to support people in a way that inspires trust and confidence, motivating others to reach their potential | | | | ✓ |  |
| Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders | | | | ✓ |  |
| Ability to identify risk and assess/manage risk when working with individuals | | | | ✓ |  |
| Have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner | | | | ✓ |  |
| Able to work from an asset based approach, building on existing community and personal assets | | | | ✓ |  |
| Ability to maintain effective working relationships and to promote collaborative practice with all colleagues | | | | ✓ |  |
| Commitment to collaborative working with all local agencies (including VCSE organisations and community groups). Able to work with others to reduce hierarchies and find creative solutions to community issues | | | | ✓ |  |
| Demonstrates personal accountability, emotional resilience and works well under pressure | | | | ✓ |  |
| Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines | | | | ✓ |  |
| High level of written and oral communication skills | | | | ✓ |  |
| Ability to work flexibly and enthusiastically within a team or on own initiative | | | | ✓ |  |
| Understanding of the needs of small volunteer-led community groups and ability to support their development | | | | ✓ |  |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety | | | | ✓ |  |
| **Qualifications & Training** | | | |  |  |
| NVQ Level 3, Advanced level or equivalent qualifications or working towards | | | |  | ✓ |
| Coaching/counselling qualification/ experience or other relevant qualification/experience involving reflective listening skills. | | | |  | ✓ |
| Demonstrable commitment to professional and personal development | | | | ✓ |  |
| Training in motivational coaching and interviewing or equivalent experience | | | |  | ✓ |
| **Experience** | | | |  |  |
| Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work) | | | |  | ✓ |
| Experience of working for a voluntary or statutory organisation that has supported people with one or more of the following: money and welfare, housing, mental health, isolation, physical activity, bereavement, carers needs or support for elderly. | | | |  | ✓ |
| Experience of using coaching approaches/frameworks and models or other helping strategies e.g. Motivational Interviewing. | | | |  | ✓ |
| Experience of supporting people, their families and carers in a related role (including unpaid work) | | | | ✓ |  |
| Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity | | | |  | ✓ |
| Experience of working with the VCSE sector (in a paid or unpaid capacity), including with volunteers and small community groups | | | |  | ✓ |
| Experience of data collection and providing monitoring information to assess the impact of services | | | |  | ✓ |
| Experience of partnership/collaborative working and of building relationships across a variety of organisations | | | | ✓ |  |
| **Skills and knowledge** | | | |  |  |
| Knowledge of the personalised care approach | | | |  | ✓ |
| Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities | | | | ✓ |  |
| Knowledge of community development approaches | | | | ✓ |  |
| Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports | | | | ✓ |  |
| Knowledge of motivational coaching and interview skills | | | | ✓ |  |
| Local knowledge of VCSE and community services in the locality | | | |  | ✓ |
| **Other** | | | |  |  |
| Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions | | | | ✓ |  |
| Willingness to work flexible hours when required to meet work demands | | | | ✓ |  |
| Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes | | | |  | ✓ |
| Understanding of and a commitment to equality, diversity and inclusion. | | | | ✓ |  |