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Shoreditch Trust Health Coach: Job Description

Reports to: Communications Manager

Salary: £23,000 per annum (pro rata)

Contract: Initial fixed term of 6 months

Hours: 21 hours

Based at: Community centre in Hackney to be confirmed and Orsman Road, London N1

Holiday: 30 days + bank holidays + 4 personal development days (pro rata)

Job Ref: HC01

Shoreditch Trust Health Coaches work with local residents to provide support, motivation and encouragement as they make lifestyle changes to improve their health and wellbeing. Health Coaches create a Health Action Plan with the client, setting realistic and long-lasting goals to inspire small but significant changes to improve physical, mental and emotional health. Goals might include losing weight; building exercise into weekly routine; learning new life skills; meeting new people.

Health Coaches also share their expertise around factors that may affect someone's health and wellbeing (in particular lifestyle factors), and offer their knowledge of local services and opportunities that may be relevant and beneficial to the client.

We are seeking to appoint a Health Coach to join the existing team, helping to expand our offer and respond effectively to increasing local demand.

As a Health Coach, you will have a wide and varied role that will include providing essential one-to-one support to local residents to enable them improve their physical and mental health; supporting group activities in partnership with Shoreditch Trust staff and local partners; and raising awareness of the services and activities that are available to local residents in the community, including promoting and engaging clients for the Health Coach service.

This role is ideally suited to an enthusiastic people-person who is confident and proactive in engaging members of the public from diverse backgrounds. We are looking for someone who is empathetic, with an excellent understanding of the pressures that people can face personally, socially and economically. We also require someone who is well versed in the services available in the area to accommodate clients' needs that go beyond our realm of support, or someone who is willing to quickly build this knowledge and network. Preferably, you will be able to speak at least one other language relevant to the local community, as well as having an excellent level of spoken English.

You will be working closely with the Communications Manager and the Health Coach team, made up of two Health Coaches and the Health Coach Coordinator, with additional support from and training opportunities within Shoreditch Trust.

The work plan will be primarily divided between four priority areas:

1. **Community engagement;**
2. **Support for healthy lifestyles;**
3. **Identifying and delivering activities;**
4. **Reporting.**

Community engagement

- Identify and reach out to local residents of all backgrounds and communities, abilities and health concerns;
- Attend and organise events in order to meet local residents and raise awareness of preventative health measures;
- Encourage local residents to think about and engage in conversations about their health and wellbeing;
- Identify relevant, complementary local health and social care resources to support local residents;
- Represent Shoreditch Trust and its programmes in a consistent and informed way.

Support for healthy lifestyles

- Support residents to understand how their current lifestyle might be affecting their health and wellbeing;
- Meet with residents on a one-to-one basis to develop, follow and complete personal Health Action Plans that will enable them to improve their health and wellbeing through measurable and achievable changes in their lifestyle;
- Help local residents to understand complex health information and recommendations and make it applicable to their own lives;
- Refer residents who have more complex needs into relevant local services including the local pharmacy, GP surgery or non-statutory initiatives;
- Apply a flexible approach to working with residents, in-keeping with Shoreditch Trust's values and person-centred approach.

Identifying and delivering activities

- Remain up-to-date on developments and initiatives in the Health and Wellbeing field and find ways to incorporate them into daily work (where relevant and appropriate);
- Be sensitive to the needs and demands of the communities you work with and identify effective ways to engage and support them to improve their Health and Wellbeing;
- Work with Shoreditch Trust programmes to identify opportunities to develop new activities in the community;
- Build up knowledge of, and connections with local services and activities that could benefit clients as part of, or after their Health Action Plan;
- Shadow and share knowledge and best practice to contribute to other Shoreditch Trust programmes.

Reporting

- Maintain accurate records of client activity and interventions, complete required data and information in all client packs throughout client journey, enter data onto the client management system and produce regular reports of all activity against reporting standards and KPIs;
- Work to KPIs set by commissioners.

Job requirements

- Health Coaches will need to work flexible hours to best meet the needs and interests of the local community, working some evenings and weekends. Work schedules will be agreed on a mutually beneficial basis and any extra hours will be reclaimable on a 'Time Off In Lieu' (TOIL) basis;
- This role will primarily be located in at least one estate-based community centre in the London Borough of Hackney, with events and outreach taking place across Hackney and neighbouring boroughs. You will also be required to work from the Shoreditch Trust Head Office at Orsman Road (N1) on a regular basis;
- As employees and representatives of Shoreditch Trust, the Health Coaches will be expected to maintain the highest level of professionalism at all times.

Confidentiality

In delivering outreach and supporting activities, the Health Coach will have access to personal information. All such information should be regarded as strictly confidential and the Health Coach will be expected to comply with the Shoreditch Trust's Data Protection policies.

Corporate responsibilities

- Demonstrate high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration;
- Keep customer care as the major priority for service provision;
- Ensure the service is promoted efficiently, effectively and in-keeping with the aims and values of Shoreditch Trust;
- Adhere to all Shoreditch Trust policies and procedures, including those relating to Health and Safety, Personal Safety, Fire Safety and Safeguarding.

Please note that this job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.

Shoreditch Trust Health Coach: Person Specification

Education and Professional Qualifications

Essential

- City & Guilds Health Trainer Level 3 or equivalent, relevant qualification/experience in the Health and Wellbeing field.

Desirable

- GCSE English and Maths or equivalent qualification, Grade C or above.

Experience

Essential

- Working or volunteering in a multi-cultural, community setting;
- Planning and delivering outreach activities and handling enquiries from the general public;
- Providing support on a one-to-one basis;
- Working with adults that have experienced or are experiencing poor mental or physical health;
- Working independently and remotely, within a small team.

Desirable

- Supporting people to improve the health and wellbeing in a structured, measurable way, for example through devising Health Action Plans;
- Working with young people that have significant learning disabilities, moderate learning disabilities, who have a known mental health diagnosis or have experienced difficult circumstances;
- Managing personal data and accessing content management systems.

Knowledge, skills and aptitudes

Essential

- Able to communicate effectively and sensitively with a wide range of people and to consider different cultures, religions and personal approaches with regards to health and lifestyle;
- Able to motivate people to confront habits and behaviours that may have negative consequences and to keep them engaged and driven;
- Able to communicate effectively with people who are troubled or in distress;
- Able to demonstrate discretion when discussing and handling personal information relating to personal matters;
- Good understanding of safeguarding vulnerable adults and children, including local policies, protocols and best practice;
- Good understanding of personal safety;
- A good working knowledge of Microsoft Office software including Outlook, Word and Excel;
- Able to manage time effectively and independently;
- A strong interest in and commitment to the aims and ethos of Shoreditch Trust.

Desirable

- Able to speak at least one other language relevant to the local community;
- Good understanding of Motivational Interviewing techniques;
- Understanding of databases and confidence using them.