

## Job Description

**Job Title:** Health and Employment Coach

**Reports to:** Team Leader

**Grade Band:** E

**Location:** West and North London

### Purpose

Trailblazer is a government funded programme that offers intensive MSK and employment support. This service has been designed to integrate someone's health recovery journey and their employment support journey into one holistic pathway.

Trailblazer sits within our Community Health & Wellbeing division and is a growing part of the business and our wider employment support offer to our beneficiaries.

We work in partnership with Musculoskeletal (MSK) teams, GP practices and other referral partners who refer participants who are currently unemployed or in employment but are experiencing difficulties in the workplace. If they require assistance to help them return to work, remain in work or find new employment we will offer that support directly.

We need a Health and Employment Coach to provide highly effective support to individuals and guide them on their journey to returning, remaining or finding new employment while also supporting them to improve their health and wellbeing. The Health and Employment Coach will also be instrumental in supporting participants to manage their MSK related barriers by working in collaboration with our team of specialists in a community hub environment.

### Main Duties and Responsibilities

1. Manage a diverse caseload of complex participants who have MSK conditions over a programme maximum duration of six months. Within that time, you will provide participants with information, advice and guidance to support them to address problems in the workplace to help them return to work, remain in work or find new employment. The support required will directly relate to their MSK condition.
2. Complete the NHS accredited Health Coach training and then implement these learning in this role. This must be completed to a satisfactory level before becoming operational with participants.

3. Attend a large number of Community Appointment events in various locations across multiple boroughs in London. These events will be the primary source of referrals to build your caseload.
4. Work from physical “community hub” location(s) in your borough(s) of responsibility up to five days a week.
5. Deliver a role with a dual responsibility to clinical & community stakeholders and Shaw Trust while complying with Shaw Trust’s internal procedures and all relationships both internally and externally.
6. Meet and support participants to understand the barriers they are facing utilising a version of the Dialog+ approach. You will identify their aspirations and goals by assessing their needs and working with them to coproduce an action plan that will help to accomplish their objectives.
7. Work in close collaboration with the Multidisciplinary Clinical Team who are made up of several medical professionals in our supply chain e.g. physio, pay management, smoking cessation, functional therapy, nutrition, etc. This collaboration will ensure that the participants journey is seamless and in line with their individual needs.
8. Assess programme participants’ wider needs related to work which may include directing them towards benefits/welfare advice, mental/physical health with an onward referral partner.
9. Those participants where a mental and/or physical health condition, alongside an MSK condition, is a significant barrier to employment the Health and Employment Coach will be required to identify appropriate provision within the area. It will then have to be arranged on behalf of the participant, or the participant will need clear signposting with a warm handover.
10. Where applicable, advocate for participants with their employer to address problems and find solutions to complex workplace matters to increase the likelihood of participants remaining in work.
11. Conduct holistic Dialog+ assessments with programme participants providing wellbeing advice and the promotion of healthy lifestyle changes.
12. Provide employment coaching, including careers guidance, CV building, interview technique and job brokerage.
13. Review, analyse and interpret contracts of employment, organisational policies/procedures, report and other documentation for the accurate provision of information, advice and guidance to participants.
14. Demonstrate a sound understanding of the factors required to facilitate and enable an individual’s return to work as well as the issues that a person can face on returning to work and the skills needed to manage the return to work.
15. Awareness of the secondary effects on the individual including mental health, impact on confidence and steps to mitigate against a further absence from work or unemployment.

16. Knowledge that many individuals with MSK conditions may also have primary or secondary health conditions and disabilities and a thorough understanding of the implications of these conditions in the workplace.
17. Proactively promote the service, deliver presentations and training as required.
18. Meet referral and performance targets in line with the specific KPI / SLA requirements of the service.
19. Maintain accurate and compliant electronic client records.
20. Source job opportunities for participants through tailored job search and regular contact with local employers to explore hidden as well as advertised employment opportunities.
21. Provide education and support to employers, as agreed with the individual, which may include negotiating adjustments, return to work strategy and on-going contact with the employer to ensure job retention.
22. Upon returning to employment or securing new employment, continue to maintain the relationship with programme participants through regular reviews, visits, monitoring and other in-work support to help sustain employment.
23. Support no less than 35% of your participants to achieve a sustainable job outcome. Those who cannot achieve a job outcome should have clear evidence of quality of life improvements.

## **Relationship Management**

1. Partnership working with commissioning organisations including attending team/network meetings, 1-2-1s and training.
2. Build and maintain strong relationships with a range of referral partners including social prescribers, MSK teams, GPs and other community providers to grow referrals and opportunities for the development of the service (promoting employment as a positive intervention in the recovery journey).
3. Developing relationships with employers to form partnership working approaches to employees with physical or mental health needs in the workplace.
4. Working with employers to promote the service, identify job opportunities and ensure appropriate strategies are in place to reduce barriers in the workplace.
5. Develop and maintain relationships/links with a range of external agencies that help individuals to achieve employment goals. This may include local colleges and training providers.
6. Identify, understand and nurture relationships with the wider employment support services in the locale. When required those relationships should be leveraged to ensure a smooth handover to other services when a different type of support is needed than what Trailblazer can provide.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about participants, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

**This role requires the post holder to hold a clear, enhanced adult and child DBS certificate. We would urge all applicants to please consider this before applying for the role.**

<b>Person Specification</b> <b>Job Title: Health and Employment Coach</b> (E=Essential D=Desirable)
<b>SKILLS AND CORE COMPETENCIES</b>
<b>Technical competency (qualifications and training)</b> <ul style="list-style-type: none"><li>• Minimum of 5 GCSEs or equivalent. <b>(D)</b></li><li>• IAG Lv3 or higher <b>(D)</b></li><li>• Basic understanding of health conditions including mental and physical. Alongside this able to demonstrate a working knowledge of common treatment routeways and healthy lifestyle practices <b>(E)</b></li><li>• Fully trained or willing to be trained in an NHS Health Coach Programme, accredited by the NHS Personalised Care Institute (PCI) <b>(E)</b></li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• Demonstrable experience of successfully working to targets <b>(E)</b></li><li>• Relevant experience of handling complex cases, provision of support to colleagues and/or subordinate employees guiding on best practice and coaching others to achieve excellence in their roles. <b>(D)</b></li><li>• Experience providing case management support to a caseload of participants with health and/or employment related barriers <b>(E)</b></li><li>• Understanding of the practical impact of common health conditions on an individual's ability to work <b>(E)</b></li><li>• Ability to manage a caseload of individuals with different needs and goals <b>(E)</b></li><li>• Practical experience in accessing external support services and well-developed networking skills <b>(E)</b></li></ul>

## Skills and Attributes

- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases **(E)**
- Excellent verbal and written skills and ability to communicate concisely and effectively both internally and externally **(E)**
- Demonstrable experience of providing excellent customer service skills **(E)**
- Understanding of our client group and the barriers our participants may face **(E)**
- Understanding of data protection and information security **(E)**
- Ability to work effectively in a target driven environment **(E)**
- Initiative and decisiveness, making sound decisions based on available evidence **(E)**
- Good organisational, administrative and planning skills taking responsibility for delivering expected outcomes on time and to the required standard **(E)**
- Coaching skills and/or experience **(D)**
- Financial acumen and numeracy skills **(E)**
- Excellent written and presentation skills **(E)**
- Empathetic **(E)**
- Ability to quickly build rapport and strong relationships with a range of participants and stakeholders **(E)**
- Non-judgmental **(E)**
- Professional and credible both to employers, participants, health professionals and referral partners **(E)**
- Demonstrably committed and resilient, flexible and innovative **(E)**

## Personal qualities, communicating and relating to others

- Excellent interpersonal and communication skills **(E)**
- Good at building relationships with both internal and external stakeholders **(E)**
- Ability to use initiative when required and take a problem-solving approach to work tasks **(E)**
- Ability to Trailblazer as part of a team and independently when required **(E)**

## Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service Check at an Enhanced level **(E)**

## Other

- Understand and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)
- Work from a “Community Hub” location across both the West London and/or North London areas up to five days a week. This will require regular travel to and from this location to meet the needs of the programme (E)
- Travel to and attend any training or team meetings outside of your normal place of work (E)