

<b>Job title</b>	Health Coach (Site Leader)
<b>Reports to</b>	Chief Nurse Officer
<b>Primary location</b>	Ashford, East Kent

## Health Coach – Site Leader (Nurse/ Occupational Therapist/ AHP/ Physiotherapists/ Paramedics)

Are you motivated by innovation in healthcare and contact with patients? Want time to deliver truly personalised, holistic care for patients? Do you want to work from 8.30am to 4.30pm and no weekends or night shifts?

### What’s the purpose of this role?

We are looking for a sharp, bright individual Health Coach (Site Leader) to work as part of a team to help deliver our innovative Pro-Active Health Coaching (PHC) model of care in the East Kent (Ashford) area to create measurable improvements in population health.

A Health Coach is a healthcare professional who helps patients increase their participation and understanding of their health conditions by supporting and empowering them to take the most appropriate decisions in managing their condition, whilst assisting them to navigate the complexities of a multidisciplinary healthcare system. The intervention is an individualised time-limited programme for each patient. PHC primarily works alongside primary care and secondary care and pulls together resources to cover all of the patient’s needs, whilst promoting self-care and patient education. The ultimate aim is the empowerment of patients, which in turn supports a more effective use of NHS resources.

### Your key responsibilities

Some of the main responsibilities of the Health Coach (Site Leader) include but are not limited to:

#### Local Leadership

- Assist in the recruitment, appointment and induction of new members for their team.
- Supporting the induction of all new staff, ensuring that they achieve a full understanding of their role, levels of responsibility and accountability and organisational expectations
- Support all activities related to the annual review process for their local team, including supporting annual objectives setting, regular 121’s, mid-year reviews and annual performance appraisals.
- Coach and support team members in relation to their roles, with a view to supporting ongoing improvement and achievement.
- Where required, work with HR to manage any issues in relation to the performance of an individual.
- Manage and support staff in line with Health Navigator Policies and Procedures.
- Promote and support effective team working through effective leadership, clear and transparent communication and regular team meetings.
- Ensure that you escalate appropriately any issues, questions or concerns raised by the team and work collaboratively to ensure that these are answered and resolved in an effectively and timely way.

### **Health Coaching**

- Utilising the Navigator IT Platform, identify patients that would benefit from a health coaching programme.
- Make initial contact and subsequently meet patients and jointly develop an action plan for how their health and quality of life can be improved and future care needs prevented. This is done on the telephone for some months after an initial face-to-face meeting.
- Coach and motivate patients to follow their individualized plan and care pathway, supporting them to make proactive choices.
- Engage and effectively communicate with other health, social care and voluntary sector providers to holistically support the patients' health and social care well-being.
- Share and learn experiences of working with patients during weekly discussions with colleagues, focusing on specifically challenging patient cases.
- Participate in regular meetings focusing on continuously improving the quality and be part of implementing improvements.
- Positively engage in a defined research methodology, working within the approved ethical guidelines.

### **Business and Operations delivery**

- Ensure that the team achieves their KPIs, including site production and quality targets (detailed below).
- Ensure that our services are delivered within the framework of Health Navigator core values and in line with internal Policies and Procedures.
- Monitor team targets and ensure that they are achieved by the team on a daily basis and record and disseminate these results.
- Coordinate and manage operational risks that may have a negative impact on the delivery of team targets and escalate these appropriately, working collaboratively to identify actions to address these risks.
- Identify opportunities and gaps in our service and feedback those back appropriately.
- Represent team at the weekly meeting, focusing on all site issues, target achievement, challenges, remedial actions, and the health coaching model quality agenda.

### **Relationship Development and Maintenance**

- Act as a local champion and day-to-day representative for HN with both internal and external stakeholders.
- Identifying, maintaining and developing relationships with key stakeholders across the ecosystem.
- Ensure local stakeholder engagement and awareness of our service, results and processes.
- Ensure local operations are aligned with local stakeholder priorities and needs, informing the Chief Nursing Officer on how these can inform service improvement and client satisfaction.
- Identify, develop and communicate opportunities for existing contract extension or expansion, working with the Chief Nursing Officer and Chief Business and Innovation Officer to deliver local excellence and appropriate services.

## Your personal strengths and skills

### Skills and Abilities

- Clear and concise written and spoken communication skills
- Good listener and able to quickly understand a patient's situation in a holistic manner
- Make autonomous decisions regarding operational issues, but know when to escalate an issue
- Must be able to multi-task and able to think creatively in a new situation
- Excellent attention to detail
- Excellent telephone manner

### Experience

- Experience working with Patients
- Experience in long term conditions common in primary and secondary health care
- Experience working with patients with long term conditions

### Knowledge

- Valid NMC Registration or other relevant qualification
- Knowledge of coaching theory and/or motivational interviewing (formal training/qualification not essential but desirable)
- Knowledge, training and experience in long term conditions common in primary and secondary health care
- Knowledge and experience working with Microsoft Office (Word, Excel, Powerpoint)

## About Health Navigator

*"Next generation healthcare companies will compete on measurable patient and system outcomes and the winners will likely be those who outperform the combination of technology and service delivery. At Health Navigator, we bring together the best available medical, managerial and technical skills resulting in new patient-centric interventions delivered by outcome-based business models and contracts."*

Joachim Werr, MD, PhD, Founder of Health Navigator

Health Navigator specialises in the provision of innovative health care services, with a focus on improved outcomes for high-risk patient groups. It is currently working with a number of CCG's and Trusts from the NHS.

We have won multiple awards and nominations including:

- One of the companies selected for the Digital Health London Accelerator Program 2018-19.
- "Highly Commended" in final at Celebration of Innovation Awards 2018, West Midlands Academic Health Science Network.
- Winner of the Self Management category in the Mediplex Innovation Awards and showcase for 2017
- Nominated as a finalist in the HSJ Value in Healthcare Awards 2017.



## Are you up for the challenge?

We are looking forward to hearing from you!

*Note: due to the high volume of applications, we will only respond to candidates who have been shortlisted.*