

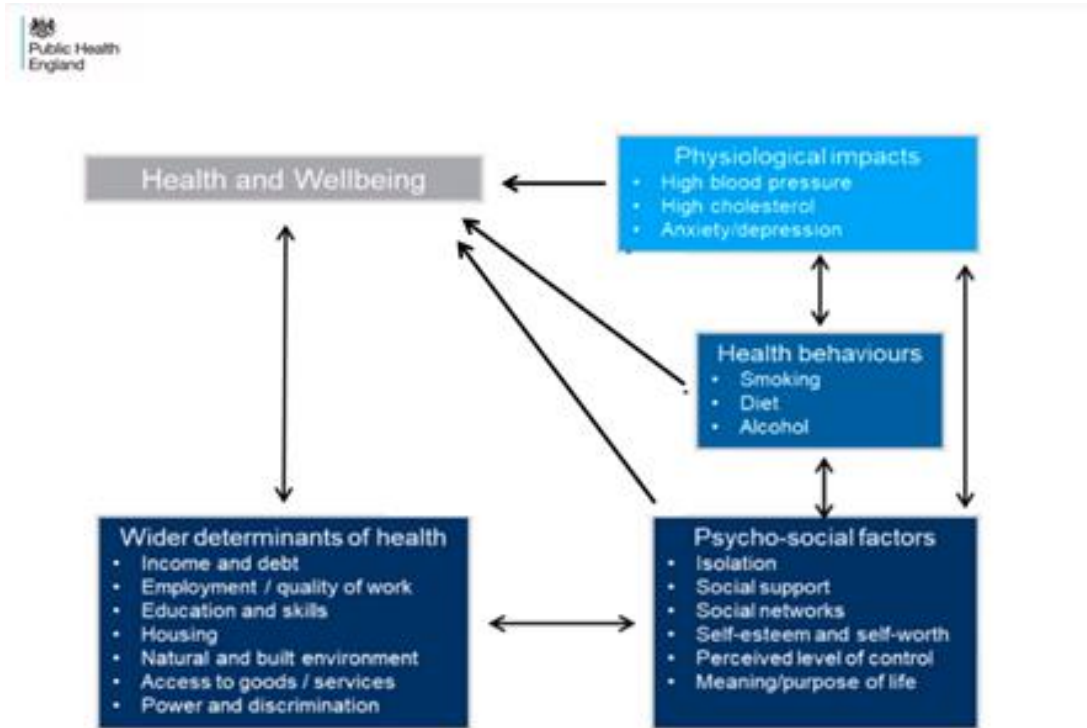


FIRST CONTACT CLINICAL

ENABLING HEALTHY BEHAVIOUR CHANGE

As a Link Worker or Health and Wellbeing Coach you will:

Work as part of a multi-disciplinary team, providing holistic care to a case load of people.



Working within a biopsychosocial framework, you will coach people in relation to what matters to them and support them to implement solutions they can identify with, with the aim of increasing their confidence, knowledge and skills to self-manage. Provide personalised psychosocial interventions including, but not limited to, agenda setting, problem solving, motivational interviewing, solution focussed approaches, goal setting and signposting. Deliver face to face sessions, telephone sessions and group programmes.

Work unsupervised in a professional manner that promotes excellent person care and experience, while recognising professional and organisational requirements and boundaries. Regularly review risks, as an individual worker and as a team, and issues that could impact on individual care and wider service delivery. Actively engage in supervision and training with a commitment to personal development.

Build relationships with our partners who introduce people to us and to those we introduce people to. Ensure accurate reporting and data collection and contribute to the promotion of our work. Adopt our quality improvement methodology and seek to continuously improve our processes and systems to increase the experience and outcomes of our stakeholders.

Undertake any reasonable duties/responsibilities required to meet the needs of the developing service with a flexibility to work weekends and evenings if required. Contribute to the development and delivery of our high-quality behaviour change training programmes.

This list is not intended as an exhaustive list of duties and responsibilities. The post holder will be asked to carry out other duties which are appropriate to the skills of the post holder and grade of the post as the priorities of the service change.



FIRST CONTACT CLINICAL ENABLING HEALTHY BEHAVIOUR CHANGE

As a Care Coordinator you will:

Work as part of a multi-disciplinary team, providing holistic care to a case load of people. Working within a biopsychosocial framework, you will coach people in relation to what matters to them and support them to implement solutions they can identify with, with the aim of increasing their confidence, knowledge and skills to self-manage. Work with our partners to proactively identify and work with cohort(s) of people who need our support the most. Bring together all a person's, and their carer's, identified care and support needs and explore their options to meet these into a single personalised care and support plan. Ensure that people have good quality information to help them make choices about their care. Deliver face to face sessions, telephone sessions and group programmes.

Support the coordination, facilitation and delivery of What Actually Matters Meetings (WAMM). Ensure that all action points identified are recorded and followed up. Tailor the support for each individual based on their "Activation" level as measured by PAM. Support partners contributing the individuals personalised care and support plan to understand their level of knowledge, skills and confidence in order that they can adapt their approach for to support engagement.

Work unsupervised in a professional manner that promotes excellent person care and experience, while recognising professional and organisational requirements and boundaries. Regularly review risks, as an individual worker and as a team, and issues that could impact on individual care and wider service delivery. Actively engage in supervision and training with a commitment to personal development.

Build relationships with our partners who introduce people to us and to those we introduce people to. Ensure accurate reporting and data collection and contribute to the promotion of our work. Adopt our quality improvement methodology and seek to continuously improve our processes and systems to increase the experience and outcomes of our stakeholders.

Undertake any reasonable duties/responsibilities required to meet the needs of the developing service with a flexibility to work weekends and evenings if required. Contribute to the development and delivery of our high-quality behaviour change training programmes.

This list is not intended as an exhaustive list of duties and responsibilities. The post holder will be asked to carry out other duties which are appropriate to the skills of the post holder and grade of the post as the priorities of the service change.