



AmbaCare Solutions CIC

www.amba-uk.org

Role description

Voluntary post title: Wellbeing Coach

The volunteer is a member of the AmbaCare Solutions CIC team, performing tasks within his/her abilities and is not used to replace staff.

Working in the community – GP Practices, local Pharmacies, Faith buildings or participant's home. Due to Covid-19 work involves communicating, using technology

Day/hours: Minimum of two to four hours a week. Working at Home with some travel possibly required

Responsible to: Ruth Chauhan Health & Wellbeing Specialist

Role Summary

Volunteers will assist AmbaCare Solutions CIC to support individuals and Groups to 'Live Better' using the Wellbeing Passport. The Wellbeing Passport identifies risk factors that have the greatest impact on an individual's health and wellbeing and recommends actions they can take which will address their personal risk.

The Wellbeing Coach will engage with individuals to provide information, support and motivation that will enable them to make positive changes to their lifestyle. They will play a part in transforming the health and emotional wellbeing of individuals by assessing their current health status, working with them to make behavioural, nutritional and other changes in order to promote health and wellness. They will motivate others and help them to achieve long term health goals.

A minimum commitment of twelve months is preferred.

Expenses will be reimbursed.

Specific Duties

1. Contact potential participants that have been referred to them
2. Carry out initial interview to identify and record participant's current health status and their desire to make changes (or not)
3. Work with participants to develop customised action plan
4. Encourage adoption of habits that are conducive to improving long term health outcomes
5. Keep in regular contact with participants
6. Provide the necessary support and signposting to information sources to reduce or eliminate high-risk behaviours which impact on long term health
7. Distribute health education materials to participants
8. Provide details of alternative resources e.g. websites
9. Liaise with health professionals e.g. GPs, Practice Nurses and Pharmacists when appropriate
10. Carry out and document regular 3 monthly reviews and revise action plans
11. At the end of the initial visit and subsequent reviews the Health Coach will send a copy of the results to the Health & Wellbeing Specialist Consultant (AmbaCare Solutions CIC)
12. Take part in training sessions and regular supervision with Health & Wellbeing Specialist Consultant (AmbaCare Solutions CIC)
13. Bring to the attention of AmbaCare Solutions areas of concern relating to its work
14. Maintain confidentiality at all times

Please note that this task description is intended as a guide only. You may be asked to do other reasonable tasks, in agreement with yourself, if time allows.

All volunteers are expected to adhere to AmbaCare Solutions CIC policies and procedures.

Ruth Chauhan Health & Wellbeing Specialist

Volunteer role: Wellbeing Coach

The successful candidate(s) for this role will need to demonstrate: ✓

| CRITERIA | E = Essential D = Desirable | Assessed: R = Registration form I = Interview | |
|--|--------------------------------|---|---|
| Work / volunteer experience | | R | I |
| Recording information | E | ✓ | ✓ |
| Previous experience in a supportive role | E | ✓ | ✓ |
| Working within a team | D | ✓ | |
| Qualifications / knowledge | | | |
| Good standard of written/spoken English | E | ✓ | ✓ |
| Knowledge and use of email/internet functions | E | ✓ | ✓ |
| Knowledge and use of Microsoft Word | E | ✓ | ✓ |
| Knowledge of web communication* | D | ✓ | ✓ |
| Knowledge of AmbaCare Solutions* | D | ✓ | ✓ |
| Fluent in a language other than English | D | ✓ | ✓ |
| Skills and abilities | | | |
| Methodical – ability to follow through processes | E | ✓ | ✓ |
| Able to work independently | E | ✓ | ✓ |
| Willingness and ability to learn new skills | E | ✓ | ✓ |
| Exhibits very good communication skills | E | ✓ | ✓ |
| Shows self-confidence and the ability to express views that may not be popular or shared by participants | E | ✓ | ✓ |

* Training will be given as required.

Ruth Chauhan Health & Wellbeing Specialist