

# APPLICATION PACK



Live Well Coach



MAYOR OF LONDON



INVESTORS  
IN PEOPLE

# APPLICATION PACK

Using the power of football, Charlton Athletic Community Trust (CACT) worked with over 46,700 people during 2019/20, empowering communities and changing lives. Based on the needs of the community, we work in partnership to deliver high quality programmes that deliver a lasting impact.

CACT is one of the biggest football community trusts in the country; principal areas of work are:

- Early Help and Prevention
- Education
- Equality, Diversity and Inclusion
- Football and Sports Development
- Health Improvement
- Social Action and Enterprise
- Youth Service

This is an exciting time to join CACT as we have recently launched a new three-year strategy for 2019-2022 based on our values:

- Passion – fuels our work
- Trust – safe and sound
- Engagement – stronger together
- Respect – two-way and vital
- Equality – open and fair
- Inclusion – that means you

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Employee benefits include:

- Friendly working environment
- 23 days annual leave – this includes 3 days which must be taken at Christmas and an additional 1 day for every full year continuous service up to a maximum of 5 years (plus 8 days statutory bank holidays)
- Flexible Working
- Internal and external training opportunities
- Employee Assistance Programme - includes a range of retail and entertainment discount vouchers
- Eye-care vouchers
- Cycle to Work scheme
- London Living Wage employer
- Healthy Workplace Award accreditation
- Investors In People accreditation

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CACT are committed to embracing and fostering equality, diversity and inclusion in the workplace as well as in the delivery of its services, activities, and programmes, by promoting a positive organisational culture that values all staff and service users. We will strive to create an inclusive environment where everyone feels able to participate and achieve their potential.



## JOB DESCRIPTION

<b>Job Title:</b>	Live Well Coach	<b>Reporting to:</b>	PCN Live Well Lead
<b>Pay:</b>	£26,213 - £32,720 (dependant on experience and knowledge)	<b>Contract type:</b>	Full Time (37.5 hours per week)
<b>Location:</b>	The Valley, Charlton, plus work in the Royal Borough of Greenwich.	<b>Days and hours of work:</b>	Monday – Saturday, various
<b>Document created:</b>	22/08/2023	<b>Ref number</b>	CACT/LWC/2023

### Purpose of the Role:

**Be part of a Social Prescribing service supporting individuals, their families and carers to take control of their health and wellbeing and live independently in the London Borough of Greenwich**

CACT is the commissioned provider of a Social Prescribing service for Greenwich, focused on providing support for patients with non-medical needs, often complex, who are frequent visitors to primary care. The service is for adults over the age of 18 whose needs meet referral criteria and is being delivered by CACT but in close partnership with a range of other providers.

Social prescribing empowers people to take control of their health and wellbeing through referrals to 'Live Well Coaches' who take time with people and, where appropriate, connect people to community groups and statutory services for practical and emotional support. Live Well coaches also have a role in feeding back information to partner agencies about trends they observe in people's needs and availability of local support.

CACT Live Well Coaches will work as a key part of a multi-disciplinary team (MDT) created to plan and deliver targeted support for patients with complex needs. Social prescribing can help where individuals are experiencing non-medical needs financial insecurity such as debt, poor housing and making lifestyle change, unemployment, or where they are experiencing isolation and/or a lack of emotional support.

Patients over the age of 18 will be eligible for support. The post holders are expected to have excellent communication skills, a strong understanding of key issues affecting health and

wellbeing, and experience that lends itself to working on a one-to-one basis in a health and care context.

### **Key Responsibilities (but not limited to):**

To improve the health and wellbeing of people who live, study, work or volunteer in the Royal Borough of Greenwich through Social Prescribing offering help and support around isolation, welfare rights, benefits, housing advice help to improve eating patterns, physical activity levels, drinking less or stop smoking, employment and training, connecting people to their local community.

The services offer intervention for Social Prescribing (GP based MDT service): Targeted support provided by 'Live Well Coaches' for patients presenting frequently at primary care, with non-medical needs. Referrals are through GP based multidisciplinary teams, self-referral, other voluntary sector organisations, and Live Well Champions. This service is accessible to patients over the age of 18, with an anticipated 60% of patients being over 50 years of age.

### **Live Well Coaching will include:**

- Supporting PCN Lead to track and Coordinate referral processes, including improving referral pathways and relationships with GP practices partners in line with Live Well Greenwich referral processes and procedures.
- Delivery of one to one sessions which enable people to understand how lifestyle and other social factors can affect health and wellbeing. Then, where appropriate, encourage and support them to make the right choices and embed these changes into their lives.
- Co-produce a simple personalised care and support plan over 6 x 30 - 45-minute sessions of support.
- Connect or reconnect, people to appropriate health and other community groups and services such as cookery clubs, welfare rights, housing and debt management services.
- Establish, develop and maintain effective working relationships with local partner organisations including the Voluntary Community Sector.
- Identifying and involving individuals in health improvement at organised public events and in community/partner settings.
- Ensure a full clinic by Educating non-clinical and clinical staff within practices on how to refer into the service. This may include verbal or written advice and support with GP practices to generate a full clinic.
- Develop Smart Goals with clients focusing on what matters to them, based on the persons priorities and the wider determinants of health in order to support clients over 6 sessions to make the desired.

### **Works with:**

- Live Well Leads
- Other Live Well Coaches
- Wider CACT Health Improvement team
- Other Social Prescribing Services
- Workers in the local health, local authority, community and voluntary sector
- Other related local services
- Communities
- Faith Groups
- General Practitioners and medical centres
- Disadvantaged groups and individuals

### **Specific Tasks**

- Engage people on a one to one basis who have been referred through various channels to provide support, information, motivation and advice that will enable and promote behaviour change through setting SMART goals to achieve the individuals' required health improvement outcomes.
- Use motivational interviewing techniques to motivate and set goals.
- Use self-management techniques enabling clients to take more responsibility and control of their lifestyle choices and health improvements aims.
- Contact individuals by phone, text, email or post to arrange and manage one to one client sessions.
- Accurately record and report the progress of individuals along with statistical information to the either DOH or PCN Live Well Lead in the format agreed and on forms developed by the Service and/or input data directly into IT systems/databases.
- Signpost individuals to other health service providers, and services, who are able to provide specific targeted support that supplements, or supplants, the service provided by the Live Well Coaches. For example, Time to Talk, Welfare Rights, and Housing support.
- When required attend community and other promotional events to:
  - Promote the Social Prescribing Service and Live Well Coaches
  - Identify and encourage individuals who need support to register for the Social Prescribing Services
  - Signpost individuals to other services
  - Perform brief opportunistic interventions at public events.
- Attend meetings and events representing the Social Prescribing and Live Well Coach Service.
- Initiate and maintain dialogue with groups (community, voluntary, public sector) that will allow the Live Well Coach to engage with individuals from those groups.
- Deliver presentations/workshops to groups focussing on the services provided by Live Well Coaches.
- Provide support to the Live Well Coach and Operations Manager as required.
- Undertake the appropriate risk assessments associated with conducting on-site client meeting and promotional events.
- Manage own time and resources to deliver a reliable value for money service.
- Engage in supervision meetings, team meetings, objective setting, appraisal and learning activities.
- Undertake any other duties as may be reasonably required, commensurate with the role and grade/level within the organisation.
- perform other duties as required by line manager to the deliver the service, this may include, engaging members of the public, contacting Live Well clients through the call centre, community engagement, blood pressure or lifestyle checks community health worker services for other organisations.

**General Responsibilities**

- Provide the service with due regard to the CACT policies, including those relating to Confidentiality, Information Governance, Data protection, Health and Safety and Equal Opportunities.

# PERSON SPECIFICATION

**Job title: Live Well Coach**

Person Specification		
Attributes	Essential	Desirable
Qualifications and experience	<ul style="list-style-type: none"> <li>• RSPH Level 2 Understanding Health Improvement.</li> <li>• City and Guilds Level 3 Award for Health Trainers.</li> <li>• Motivational Interviewing training.</li> <li>• Mental Health First Aid training.</li> <li>• Experience of working in, and knowledge of, the various communities within the Royal Borough of Greenwich.</li> <li>• Experience of successfully undertaking one to one health trainer sessions, in either a paid or unpaid capacity, that have led to health improvements. This includes sessions performed during training.</li> </ul>	
Skills, ability & knowledge	<ul style="list-style-type: none"> <li>• Ability to work effectively on your own initiative and as part of a team.</li> <li>• Good verbal communication skills to communicate clearly with people from different backgrounds.</li> <li>• Good written communication skills to keep accurate notes/records of meetings and client consultations.</li> <li>• Ability to make use of using basic IT packages (ie Microsoft Office).</li> <li>• Ability to, and experience of, researching and identifying appropriate information.</li> <li>• Knowledge of health issues and the wider determinants of health.</li> <li>• An understanding of and a commitment to equal opportunities both in the</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of one or more local ethnic groups and ethnic language</li> </ul>

	<p>workplace and the wider community.</p> <ul style="list-style-type: none"> <li>• Commitment to Safeguarding children and young people.</li> </ul>	
Personal qualities	<ul style="list-style-type: none"> <li>• Self-confidence.</li> <li>• Flexible.</li> <li>• Ability to act as an ambassador for the service.</li> <li>• Ability to travel and work at different locations within the Borough.</li> </ul>	





## APPLICATIONS

**CACT is committed to the safeguarding of its staff, volunteers and young people. Any job offer made is subject to satisfactory references and Disclosure and Barring Service (DBS) check.**

Application forms are available from <http://cact.org.uk/job-opportunities>

To apply for this role, please send a completed application form detailing how you meet the requirements of the role and an equal opportunities monitoring form to [Jobs@cact.org.uk](mailto:Jobs@cact.org.uk).

Please note: CVs will **not** be considered.

Closing date for applications: 6 October 2023