



## JOB DESCRIPTION

### 1. JOB DETAILS

Job Title: Link Worker (Coach)  
Salary: £20,542.80  
Hours: 37.5 hours per week preferred (no less than 30 hours)  
Location: South Tyneside  
Accountable to: Service Manager – ABetterU Service

### 2. JOB PURPOSE

- Provide coaching to people with one or more long term health conditions to support them to develop the knowledge, confidence and skills to manage their health and the impact it has on their day to day life.
- Work in a person-centred way as part of our Community Behaviour Change Service and the local health, social care and voluntary sector system.
- Contribute to the development and delivery of our high-quality behaviour change training programmes.

### 3. MAIN DUTIES

- To work as part of a team developing an innovative Person Centred, Community Based Behaviour Change Service in South Tyneside
- To provide a coaching service for people with one or more health conditions that establishes what matters to them and supports them to implement solutions they can identify with, with the aim of increasing their confidence, knowledge and skills to self-manage
- To provide holistic care to a case load of people, providing personalised psychosocial interventions including, but not limited to, agenda setting, problem solving, motivational interviewing, goal setting and signposting
- To enthusiastically implement a biopsychosocial framework
- Have an understanding of the different models of patient engagement such as patient activation and health literacy, and confidently use person-centred outcome measures of these
- To deliver face to face sessions, telephone sessions and group programmes
- To understand the boundaries of coaching and ability to identify and act accordingly when coaching is not appropriate and being able to sensitively discuss alternatives or escalate appropriately
- To actively engage in supervision and training with a commitment to personal development
- To facilitate group sessions, confidently managing group dynamics, and promote mutual aid, where appropriate
- To be familiar and up-to date with the wider offer from local or national health, social care and voluntary sector organisations, as relevant to people
- To ensure accurate reporting and data collection, where appropriate
- To work unsupervised in a manner that promotes excellent person care and experience, while recognising professional and organisational requirements and boundaries



- To contribute to the monitoring and implementation of all policies and systems as they relate to service delivery, in particular: Health and Safety, Safeguarding, Vulnerable Adults and Lone Working
- To be professional with people, colleagues, volunteers and professionals at all times
- Have an understanding of the evidence base around self-management support and person-centred care
- To undertake any reasonable duties/responsibilities required to meet the needs of the developing service with a flexibility to work weekends and evenings if required
- To ensure regular review of risks and issues that could impact on individual care and wider service delivery
- To adopt our quality improvement methodology and seek to continuously improve our systems for the value of our clients
- Contribute to the development and delivery of our high-quality behaviour change training programmes.
- To contribute to the company's marketing, promotion and publicity

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.

See competency framework for skillset and mindset required for the role.