**Job Description**

**PCN Community Coach**

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| Responsible to | Manager/Senior Manager/Senior PCN Coach |
| Salary | NJC point 16-17 (TBC) |
| Hours per week | 35 |
| Annual Leave per annum | 25 (rising to 30 days after 5 years) |
| Main base | Zion Centre |
| Contract | Permanent |
| Level of DBS check | Enhanced |

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| Main aims of the post |
| Working within the PCN team of the Be Well Service you will work with individuals who have been assessed as needing high level support to achieve their health and wellbeing goals. Participants you will work with will have three or more issues which are preventing them from making changes and will be typically be struggling to make changes. You will:  You will:   * Assess individuals directly referred to PCN team * Manage a case load of clients * Use person-centred and relationship based practice to support participants to achieve progress against the goals and issues that are important to them. * Deliver a range of targeted and evidence based interventions. |

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| Main duties of the post |
| 1. To use a range of person centred, and strengths based techniques to produce personalised and appropriately sequenced action plans for your clients |
| 1. To directly deliver a toolbox of evidence based interventions which improves physical health, mental health, employment and skills, and family circumstances. |
| 1. Assess all individuals directly referred into the PCN offer |
| 1. To manage a varied caseload of clients |
| 1. To work with groups of clients to help them achieve their goals |
| 1. To collate and analyse performance data as necessary |
| 1. To develop effective relationships with GP practices within you PCN |
| 1. To develop effective relationships with a range of external organisations and agencies |
| 1. To promote the service to communities and agencies as appropriate |
| 1. To keep accurate and up to date records of clients records |
| 1. To ensure quality standards are adhered to and met and that audits are passed |
| 1. To ensure all statutory responsibilities are followed and reported as required |
| 1. To actively participate in caseload management with your manager |

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| General work related expectations |
| 1. To work within the Big Life group’s values ethos and vision |
| 1. To contribute to the development of the Big Life group |
| 1. To contribute to the development of you PCN relationships |
| 1. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding |
| 1. To commit to own personal development and attend training or development activities as required |
| 1. To work in accordance with all relevant legislation |
| 1. To undergo regular supervision and at least an annual appraisal |
| 1. To undertake any other duties as required, and as appropriate to the post |

**Person Specification**

**PCN Community Coach**

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

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| Area | Method of assessment |
| **1.Experience** |  |
| 1. Experience of working with people facing a range of barriers and social issues | A/I |
| 1. Experience of managing a caseload of clients and keeping up to date records using a database | A |
| 1. Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals | A/I |
| 1. Experience of working with a range of agencies and organisations to develop effective working relationships | A/I |
| 1. Experience working with people with multiple needs | A/I |
| 1. Experience of working in a person centred way with individuals | I/T |
| **2.Skills** |  |
| 1. Ability to use a client database or the ability to learn how to use a database | T |
| 1. Ability to assist clients to help them define and achieve their goals and aspirations | I/T |
| 1. Ability to manage a varied and complex work load effectively | I/T |
| 1. Ability to work well across a range of different subject areas such as housing, mental health, education and debt management for example | T |
| 1. Ability to work with staff from a range of agencies and organisations to better integrate services for clients | T/I |
| **3.Knowledge** |  |
| 1. Knowledge and understanding of the difficulties faced by people who experience multiple needs. | A/I |
| 1. Knowledge of the local area your service is based in (community groups, services available as well as local demographics) | I/T |
| 1. Knowledge of Primary Care Networks | A/I |
| **4. Education** |  |
| 1. Level 5 qualification (i.e. Diploma of higher education Diploma of further education Foundation degree HND) | A |
| 1. Ability to learn at level 6, or evidence of substantial professional expertise in a similar role. | A/T |
| **5. Personal** |  |
| 1. Positive outlook and a ‘can do’ attitude | I/T |
| 1. Personal resilience and flexible attitude in the face of difficulties | I/T |
| 1. Commitment to working towards the Big Life group’s ethos and values, including having a non-judgemental approach | A/I |
| 1. Commitment to personal development, including attending a level 6 study programme linked to the role and willingness to regularly update skills and experience | A/I |