

### **Job Description**

<b>Job Title:</b>	Health & Wellbeing Coach Team Lead
<b>Responsible to:</b>	Head of Health & Wellbeing
<b>Salary:</b>	£19,745 (pro-rata of £39,490)
<b>Hours:</b>	35 hours per week
<b>Length of Contract:</b>	6-month fixed term contract (potentially extended by 4 months)

### **About us**

At Bexley Voluntary Services Council (BVSC) you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people's lives in Bexley.

We work hard, we help each other and go out of our way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. **Above all, everything we do is to strengthen our local Voluntary and Community Sector (VCS).**

We are looking for a proactive & strategic thinking person who can lead our involvement on a new initiative within Bexley supporting residents living with three or more long-term health conditions. You will lead a small team of Health & Wellbeing Coaches and work alongside Primary Care colleagues to support individuals to improve their physical, emotional, and social wellbeing. Using a person-centred, holistic approach, the coach will empower individuals to build the knowledge, skills, and confidence to manage their health and wellbeing more effectively and reduce reliance on clinical interventions.

### **Key Duties:**

- Provide regular supervision, guidance, and professional development support to the Health & Wellbeing Coach team to ensure high-quality, consistent delivery.
- Monitor team performance, support reflective practice, and contribute to service improvement and innovation.
- Actively feedback key insights and themes to shape and strengthen Bexley's voluntary and community sector response to health inequalities.

- Represent the service in local and regional forums, promoting the value of community-based wellbeing approaches and the role of the voluntary sector.
- Provide regular reporting on team activity and impact to internal stakeholders and funders.
- Deliver personalised one-to-one coaching to residents with multiple long-term conditions, helping them set meaningful goals and overcome barriers to better health and wellbeing.
- Provide tailored support over 4–6 sessions, including phone check-ins, attending appointments, or practical guidance, based on what works best for each individual.
- Empower residents to take control of their health by connecting them with relevant services and ensuring they have a clear, person-centred exit strategy.
- Meet individuals in various community locations such as GP practices, urgent treatment centres, libraries, and other accessible venues.
- Maintain accurate and timely records using agreed systems and tools (e.g., CRM).
- Work closely with GP surgeries and Primary Care Networks, providing updates, attending multi-disciplinary team meetings, and delivering outreach sessions.
- Support the ongoing maintenance of a database of local services and community assets in Bexley.
- Ensure robust record-keeping and reporting, with up-to-date case notes and outcomes logged in the CRM system.
- Adhere to BVSC's policies and procedures, including safeguarding, data protection, equality and diversity, and health and safety.
- Identify and report safeguarding concerns in line with organisational procedures.
- Undertake training and development to build knowledge and capacity to lead effectively.

While the duties outlined reflect the core responsibilities of the role, we expect all staff to be flexible and willing to take on other tasks as needed to support the smooth running of the service.

Please note that the base for this role is at the Engine House, Bexley, however as this is a community focused position, you will be expected to travel across the borough and work in various locations as required.

**Please submit your covering letter, CV and our monitoring form to [info@bvsc.co.uk](mailto:info@bvsc.co.uk)**  
**You will be advised if you are shortlisted and informed of the interview details which will take place on a rolling basis with initial dates being Thursday 10th July, Tuesday 15<sup>th</sup> July, Monday 21<sup>st</sup> July 2025.**

**If you do not hear from us, please assume your application was not successful, we are unable to provide feedback on applications which are not shortlisted.**

### **Person specification**

#### **Essential Experience, Knowledge, and Skills**

- Experience of working in a person-centred way in any health or care services
- Experience of working within a framework of confidentiality and with access to sensitive personal data
- Excellent interpersonal skills with experience of working with people from diverse backgrounds.
- Ability to build rapport with a wide range of people demonstrating empathy and understanding.
- Be kind, approachable and empathetic in your approach to supporting residents with their health and wellbeing.
- Excellent IT skills including previous use of Microsoft Office (especially Microsoft Excel) and CRM database systems.
- Committed to improving lives and communities.
- Proven ability to lead and motivate a team, including setting clear goals, providing supervision, and supporting professional development.
- Experience in planning, coordinating, and overseeing delivery of community-based services or health & wellbeing programmes.

- Experience in collecting and analysing outcomes data to inform service delivery and demonstrate impact.
- Excellent communication skills, enabling you to confidently receive referrals on the phone & email; extracting relevant information whilst ensuring people feel supported and informed.
- A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines.
- Able to work on your own initiative and meet deadlines.
- Enthusiasm, flexibility and a positive 'can do' attitude.
- Access to a bike or car to be able to travel freely in across the Borough of Bexley in a time-efficient way.

**Desirable**

- Understanding of social prescribing or community-based health interventions.
- Experience working with underserved or marginalised communities.
- Lived Experience of managing a long-term condition or caring for someone that does.
- Experience of working in integrated or multi-agency teams

This position will be subject to satisfactory references and DBS check.