

Job Description

Job Title:	Health & Wellbeing Coach
Responsible to:	Health & Wellbeing Coach Team Lead
Salary:	£30,413 (pro-rata to £7,603)
Hours:	35 hours per week (part time may be considered)
Length of Contract:	Fixed term contract to March 2026 (with strong potential for extension, subject to funding)

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 compassionate and motivated person to join our new initiative in Bexley, supporting residents living with three or more long terms conditions, as a Health & Wellbeing Coach. Working as part of a small, dedicated team and alongside primary care colleagues, you will take a person-centred, holistic approach to help individuals improve their physical, emotional and social wellbeing. By building trusting relationships and offered tailored support, you will empower people to take greater control of their health, build confidence and make lasting changes.

Key Duties:

- Deliver personalised, one-to-one coaching to people with multiple long-term conditions, helping them identify meaningful goals and overcome barriers to better health and wellbeing.
- Provide ongoing support to the resident for four to six sessions, which could vary from follow-up phone calls or attending appointments with the resident, centred around what is best for the resident.
- Empower residents to take control of their own health & wellbeing by ensuring they have access to appropriate support, are aware of relevant services, and have a clear, person-centred exit strategy in place prior to discharge.

- Maintain accurate and timely records of coaching sessions and outcomes using agreed systems and tools.
- Actively feedback key themes and insight to ensure continuing development and support of Bexley's Voluntary Sector.
- Support the maintenance and updating of the database of local services and activities in Bexley.
- Meet residents in a variety of locations including community locations such as Bexley GP Practices, Urgent Treatment centres and libraries.
- Provide regular reports on caseload management, ensuring that the CRM system is kept sufficiently up-to-date and records all information accurately.
- Work in partnership with GP Surgeries, including providing patient updates, regular outreach sessions and attending multi-disciplinary meetings.
- Act as a champion of Health & Wellbeing, and the voluntary sector, locally, regionally, and nationally.
- Undertake any other duties and tasks which may reasonably be required, as discussed with line-manager.
- Adhere to and actively implement BVSC's policies and procedures such as Equality and Diversity, Health & Safety and Safeguarding.
- Identify, report, and monitor any safeguarding risks and concerns.

Commit to undertaking any training considered necessary to ensure and develop own knowledge and skills to effectively deliver the role.

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.

To Apply, please submit your CV, covering letter outlining how you fit the criteria detailed in the job description, and our monitoring form to humanresources@bvsc.co.uk by Friday 21st November 2025.

You will be advised by Tuesday 25th November if you are shortlisted and interviews will be held at our office on Monday 01st December 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.

Essential Experience, Knowledge and Skills

Essential

- Experience of working in a person-centred way in any health, social care, or community services
- Experience handling sensitive personal data and working within a framework of confidentiality.
- Excellent interpersonal skills with the ability to build rapport and demonstrate empathy and understanding across underserved communities.
- Kind, approachable, and empathetic in supporting individuals to improve their health and wellbeing.
- Strong IT skills, including use of Microsoft Office (particularly Excel) and CRM/database systems.
- Committed to improving lives and strengthening communities
- Excellent communication skills, including the ability to receive referrals via phone and email, extract relevant information, and ensure individuals feel supported and informed.
- Creative problem-solver with the ability to manage a varied workload, prioritise effectively, and meet deadlines.
- Access to your own transport (car, motorbike, or bicycle) and ability to travel efficiently across the borough of Bexley.
- Ability to work independently, use your own initiative, and meet deadlines.
- Enthusiastic, flexible, and a positive “can-do” attitude.

Desirable

- Knowledge of local voluntary sector services and resources, and an understanding of health and social care systems.
- Awareness of health inequalities and wider determinants of health, particularly within North Bexley (e.g., Thamesmead, Belvedere, Erith, Slade Green).
- A qualification in a health or social care-related field.
- Lived experience of managing a long-term condition or caring for someone who does.
- Experience of working in integrated or multi-agency teams

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