



Job Description

Job Title: Community Health & Wellbeing Worker

Responsible to: Host Organisation & Health & Wellbeing Coach Team Lead

Salary: £31,271 pro rata, including OLW + employer pension contribution

Hours: 35 hours per week (flexible hours)

Length of Contract: Fixed term contract to March 2029

About Us

The Bexley Health & Wellbeing Coaching Service is delivered through a partnership of voluntary and community organisations working together to improve health and wellbeing outcomes across the borough. Bringing together a diverse range of local charities and community organisations, the partnership combines specialist knowledge, trusted community relationships, and local expertise to support residents to live healthier, more independent lives.

While coaches will be employed and hosted by partner organisations, they will form part of a borough-wide Health & Wellbeing Coaching team, working collaboratively with GP practices, Integrated Neighbourhood Teams, community organisations and residents to reduce health inequalities and strengthen preventative support across Bexley.

Purpose of the Roles

The Community Health & Wellbeing Worker is a frontline community-based health coach who will proactively engage residents through regular household visits within a defined geographical area.

Working with households, the CHWW will build trusted relationships with individuals and families, identify health and social needs, provide personalised health promotion and behaviour change support, and connect residents to appropriate health, social care and community services.

The role focuses on prevention, early intervention and reducing health inequalities by supporting residents to improve their health and wellbeing while strengthening links between local communities and health services.

Key Duties:

- Undertake regular household visits within an allocated geographical area to proactively assess the health and wellbeing needs of individuals and families.

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- Build trusted, long-term relationships with residents through regular contact and community engagement.
 - Identify unmet health, wellbeing and social needs and provide person-centred support.
 - Work flexibly across community settings including residents' homes, GP practices, community centres, libraries, faith groups and local events.
 - Deliver personalised health promotion and health literacy support to individuals and families.
 - Promote uptake of NHS health checks, screening programmes, childhood immunisations and adult vaccinations.
 - Support residents living with long-term health conditions to improve self-management and medication adherence.
 - Recognise early signs of deteriorating physical or mental health and escalate concerns appropriately.
 - Identify wider determinants of health including housing, employment, financial hardship, loneliness and social isolation, and support residents to access appropriate services.
 - Use health coaching, motivational interviewing, goal setting and strengths-based approaches to encourage sustainable behaviour change.
 - Signpost and refer residents to local statutory, voluntary and community sector services.
 - Work collaboratively with GP practices, Primary Care Networks, Integrated Neighbourhood Teams and voluntary sector organisations to increase awareness of preventative health support.
 - Contribute to multidisciplinary discussions and share relevant information to improve resident outcomes.
 - Maintain accurate, timely and confidential records of household visits, interventions and outcomes using agreed digital systems.
 - Contribute to the identification of emerging community health needs, barriers and opportunities to improve local services.
 - Engage with local communities to understand resident needs and experiences.
 - Maintain confidentiality and comply with Data Protection legislation and organisational policies.
 - Recognise and respond appropriately to safeguarding concerns relating to children and adults.
 - Work in accordance with lone working procedures and health and safety requirements.
 - Demonstrate professionalism, inclusion and respect when working with residents from diverse backgrounds.
 - Commit to undertaking training required to deliver the role safely and effectively.
 - Deliver one-to-one Health & Wellbeing Coaching focused on prevention and behaviour change.
 - Proactively engage with residents who may not routinely access health services.
 - Undertake outreach within community venues, faith groups, libraries, community centres and local events.
 - Maintain accurate records of interventions and outcomes within the agreed CRM system.
 - Assist in identifying emerging themes, barriers and opportunities to improve local health outcomes.
 - Promote the service through engagement events and local campaigns.
 - Escalate safeguarding concerns in line with organisational policies and procedures
 - 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.

As this is a community-focused role, Community Health & Wellbeing Workers will be expected to work flexibly across GP practices, community venues, partner organisations and residents' local communities throughout the London Borough of Bexley. Participation in borough-wide team meetings, training and development activities will also be required.

Essential Experience, Knowledge and Skills

Essential:

- Experience of working in a person-centred way in any health, social care, or community services
- Knowledge of local community organisations, services and resources.
- Awareness of health inequalities and wider determinants of health, particularly within North Bexley (e.g., Thamesmead, Belvedere, Erith, Slade Green).
- Commitment to reducing health inequalities and improving community wellbeing.
- 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.
- Confidence in engaging residents in conversations about lifestyle, prevention and behaviour change.
- Ability to conduct community outreach and engage people who may not traditionally access health services.

Desirable:

- Knowledge and understanding of health and social care systems.
- Experience building positive relationships with individuals from diverse communities.
- Experience delivering community outreach or home visiting services.
- 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
- Experience delivering health promotion, public health, social prescribing or preventative health initiatives.

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- Understanding of population health management.
 - Experience carrying out health checks or wellbeing assessments.
 - Ability to speak community languages commonly used within Bexley.

Additional Information

To apply, please submit your **CV and supporting statement** outlining how you fit the criteria detailed in the job description, and the monitoring form to humanresources@bvsc.co.uk by **9th August 2026**. Please note, your application will not be shortlisted without both required documents.

You will be advised by 11th August 2026 if you are shortlisted and interviews will be held at our office on 18th & 19th August and 2nd September.

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.

Please note, safer recruitment processes and appropriate pre-appointment checks will be completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team who can arrange this.