



Job Description

Job Title: Health & Wellbeing Coach – Long Term Conditions

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, hybrid working)

Length of Contract: Fixed term 18-month contract

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 individual 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 Health & Wellbeing Coach (Multiple Long-Term Conditions) will work with residents living with three or more long-term conditions to improve their health, wellbeing and quality of life through personalised coaching and behaviour change support.

Working as part of an Integrated Neighbourhood Team and alongside GP practices, voluntary sector organisations and wider community services, the postholder will support residents to identify what matters most to them, build confidence in self-managing their health, and access local services and community support.

The role takes a holistic, person-centred approach to supporting residents and aims to reduce health inequalities, improve wellbeing, and help people stay healthier for longer.

Key Duties:

- Deliver personalised one-to-one Health & Wellbeing Coaching to residents living with multiple long-term conditions.
- Support residents to identify meaningful goals and develop personalised action plans.

- Deliver a programme of coaching interventions using recognised behaviour change techniques.
- Support residents over a series of coaching sessions, delivered face-to-face, by telephone or virtually.
- Work closely with GP Practices, Integrated Neighbourhood Teams and voluntary sector partners.
- Attend multidisciplinary meetings and contribute to coordinated care planning where appropriate.
- Identify wider social, economic or practical barriers impacting health and wellbeing.
- Connect residents to community organisations, support groups and preventative services.
- Promote self-management and reduce dependence on crisis or emergency care.
- Maintain accurate records on the approved CRM and data systems.
- Collect outcome measures including SWEMWBS and other agreed monitoring requirements.
- Support community outreach and engagement activities.
- Promote the service within local communities and professional networks.
- Identify and escalate safeguarding concerns in line with organisational policies.

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.

Successful candidates will be employed by one of the partner organisations participating in the Bexley Health & Wellbeing Coaching Service and will be based within their host organisation. As this is a community-focused role, coaches will be expected to work flexibly across a range of settings, including GP practices, community venues, partner organisations and residents' local communities across 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
- 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

Additonal 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.