

Job Description

Health and Wellbeing Services Coach

Hours of work: 12 hours per week

Salary: £8779.68

Location: Hybrid - Great Yarmouth / Norfolk / Home-based

About the role

This role will coordinate and deliver Health & Wellbeing services across Norfolk. This includes the coordination and delivery of a new service to enhance mobility, increase activity, reduce loneliness, and promote independence, wellbeing, and social connection for older people living in Great Yarmouth – the Communities in Motion programme. The role may develop over time as Age UK Norfolk continues to seek new opportunities to develop these services across the county. **Either a Level 3 Personal Trainer qualification or level 2 in fitness instructing certificate are a mandatory requirement for this role**

Detailed duties and responsibilities:

Specific to the Communities in Motion Programme

- 1.Support the Assistant Manager (Health & Wellbeing Services) with the planning and delivery of activities in community spaces supporting physical social and emotional wellbeing, tailored to the needs and interests of mixed ability participants.
- 2.Work with the Assistant Manager (Health & Wellbeing Services) to develop activity schedules, materials and resources, ensuring activities are safe, inclusive, and well-prepared.
- 3.Support delivery of large-scale community events tailored to the interests and needs of older residents in Great Yarmouth.
- 4.Encourage participation by building positive stimulating environments that enhance quality of life and fosters a sense of belonging.
- 5.Coordinate the deployment of volunteers specifically recruited to support the programme.
- 6.Comply with all monitoring and evaluation requirements of the programme.
- 7.Maintain accurate records including attendance, risk assessments, budgets and feedback to support continuous improvement.

Detailed duties and responsibilities:

Health & Wellbeing Services in General

- 1.Support the recruitment of volunteers and ensure that induction is properly undertaken.
- 2.Ensure that volunteers undertake training, both mandatory and specific to the services being delivered.
- 3.Support volunteers including providing 1:1 support and performance oversight.
- 4.Ensure that any risk assessments are undertaken of the various settings in which services are to be delivered.
- 5.Report and escalate safeguarding concerns including recording actions and outcomes on the Charity's CRM system, Charity Log, to ensure continuous improvement.
- 6.Collaborate with the wider organisation to share best practice and signpost service users to other services.
- 7.Promote services by ways of talks, presentations, articles and interviews.

General

- To act as an ambassador for Age UK Norfolk.
- Work according to the ethos, values, and behaviours of Age UK Norfolk.
- To participate in the appraisal scheme and undertake training appropriate to the development of your job role and in line the organisations' statutory obligations.
- To work to the agreed standards and policies of the organisation including public relations; equal opportunities; confidentiality; complaints procedure; personnel and financial procedures.
- To carry out other duties that are consistent with the duties and responsibilities of the post.

Person Specification

Essential Criteria	Desirable Criteria
Qualifications	
- A high level of written and verbal English and Maths - Level 3 Personal Trainer qualification or level 2 in fitness instructing certificate	
Knowledge and Experience	
Experience of working with people (in a professional or personal context) to advocate for their views and wishes and have their voice heard	- Experience of working with older people - Experience of working with vulnerable people of any age - Managed or supported volunteers to use Microsoft applications
Skills and Abilities	
- Excellent communication skills with a proven ability to communicate with older people who have communication barrier - Ability to prioritise and plan work, be very well organised and work independently to meet deadlines, make decisions appropriate to the level of role - Ability to be solution focussed when encountering obstacles as part of day-to-day work - Ability to work under pressure - Competent in using Microsoft applications, e.g. Word, Outlook, and basic database systems	

Essential Criteria	Desirable Criteria
Personal Qualities	
• Good listening skills and empathetic to people's needs • Flexible approach • Committed to working with and a passion to support older vulnerable people • Self-motivated	