Brentworth, Chiswick, Feltham and Bedfont, Hounslow Health and Great West Road Primary Care Networks in partnership with:





SPLW Team Leader & Health Coach

**Person Specification**

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| **Education/qualifications** |
|  **Essential:** | **Desirable:** |
| **1** | No essential qualification required | NVQ or equivalent qualification or training in health, social care or social sciences |
| **2** |  | Professional licensing in a related area (e.g. management, health or social care qualification) |
| **3** |  | Professional qualification or training in Health Coaching or Motivational Interviewing |
| **Experience:** |
|  **Essential**  | **Desirable**  |
| **4** | At least 6 months of management/ supervisory experience in a relevant setting | An understanding of the process of teamwork and a commitment and ability to work within/lead a team |
| **5** | Significant experience of working with people who have a long-term health conditions, frailty or social isolation | Knowledge of personalisation and public health agendas, including holistic view of health and wellbeing |
| **6** | Be able to tailor support and interventions through goal setting and motivational techniques to develop individualised and measurable goal plans for clients; focusing on one small change at a time that is most important to the client | Build client’s knowledge and confidence to make informed decisions, adapt their health-related behaviours and encourage habits that are conducive to increased wellbeing and a better quality of life |
| **7** | Paid or voluntary work supporting clients in a health or social care setting or voluntary sector organisation | Managing a caseload of clients with multiple health and care needs |
| **8** | Conducting holistic needs assessments (using recognised tools) and support planning |  |
| **9** | Basic data collection with understanding of the reasons for collecting data | Basic review of data collected to identify trends |
| **10** | Working with a range of partners across different sectors |  |
| **Knowledge and understanding:** |
|  **Essential**  | **Desirable** |
| **5** | An understanding of social prescribing and the value of non-clinical services to support people with health and care needs | Familiarity with working in multi-disciplinary teams in a holistic and person-centred way |
| **6** | An understanding of the needs of people with a long-term illness or disability and the impact this has on their health and wellbeing | An understanding of the emotional and mental health, social and economic implications of living with long-term health conditions |
| **7** | An understanding of the factors that contribute to social isolation and loneliness and its impact on health | Knowledge of the principles of managing risk in a health and care context |
| **8** | Knowledge and understanding of the principles of safeguarding vulnerable adults.  | Knowledge of general practice and voluntary sector, services and facilities in the London Borough of Hounslow |
| **9** | Ability to work flexibly within the parameters of the role | Ability to work across a variety of tasks and priorities whilst achieving key aims of the role |
| **Skills and abilities:** |
|  **Essential criteria** | **Desirable criteria** |
| **10** | IT literate and able to use common Microsoft and Apple technology  | Ability to support people to use basic on-line diagnostic tools and experience of using bespoke data management systems |
| **11** | A strong team player but able to work alone and self-motivate as required | Working as part of a ‘dispersed’ or ‘virtual’ team |
| **12** | An ability to adopt an analytical and methodical approach to problem solving | Experience of completing needs assessment of people with health and social care needs |
| **13** | Ability to routinely travel between sites within Hounslow |  |
| **14** |  | Language skills in local community languages e.g. Punjabi, Hindi, Urdu |
| **Personal attributes:** |
|  **Essential criteria** | **Desirable criteria** |
| **15** | Strong interpersonal skills and ability to communicate with a wide range of stakeholders | Coaching and mentoring techniques and/or motivational interviewing |
| **16** | Ability to listen, empathise and support people without judgement. Inspire trust in others whether through face to face or telephone contact. | Experience of working with people from diverse backgrounds with varying levels of need. |
| **17** | Personal emotional resilience with the ability to identify when extra support is needed |  |