

Job Profile

Job Title	Health Coach		
Job Reference No.	HOMEJD554	Date of issue:	October 2026

The job in a **nutshell...**

As a Health Coach, you help customers take greater control of their health and wellbeing. Using tailored coaching, assessments and individual health plans, you help them understand their needs, set achievable goals and make lasting changes. You also connect customers with other services when they need additional help.

What **success** will look like...

Customers have individual health plans that reflect their needs and priorities. Through tailored coaching, they take greater ownership of their health, set manageable goals and make progress towards agreed outcomes.

Customers understand the behaviours affecting their health, recognise their strengths and overcome barriers to lasting change. Coaching helps them make healthier choices around eating, physical activity, smoking, alcohol and drug use.

Health checks and assessments identify customers' needs and lead to the right action. Customers with more complex health or social care needs are connected, with their consent, to specialist services.

Health, social care and safeguarding risks are recognised and acted on appropriately. Concerns, incidents and accidents are managed in line with relevant policies, with customer information handled safely.

Customers access wider help through strong links with health, social care, community and other services. Working with colleagues and partners creates a joined up approach, supports reasonable adjustments and connects customers with the right help.

Customer activity and interventions are recorded accurately, with required data and audits completed. Knowledge and skills stay current through learning, supervision and sharing good practice with colleagues.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We get where our customers are in their lives • Listening to customers to understand their needs • Recognising that each customer is different and adopts a flexible, personal approach • Advocate for our customers regardless of who they are • Understand how your role makes a difference to our customers	Health coaching and customer support • Experience supporting people to improve their health and wellbeing, using coaching or behaviour change approaches • Experience completing assessments and developing person-centred health or action plans
We have an eye for detail • Working in a safe, effective, caring, responsive and well-led way • Applying legislation and working within policies and procedures • Using and recording information accurately and timely	Health knowledge and experience • Relevant health, wellbeing, coaching, care or support qualification or equivalent practical experience • Knowledge of the factors affecting health and wellbeing
We are self-starters • Be well organised • Be a technical specialist • Strive to get it right first time	Safeguarding and partnership working • Understanding of safeguarding, risk and appropriate referral pathways • Experience working with health, social care, community or voluntary sector partners

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience supporting customers with more complex health or social care needs
Knowledge of local health, community and voluntary services

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

OFFICIAL

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No		
Manages People	No		
Travel	Regular	Driving Essential	Yes
DBS	Enhanced with barring		

