



predicting a  
healthier future

# Clinical Coach

Remote-first role



Are you a dedicated healthcare professional looking for a new and innovative way to use your skills? Do you want to empower patients, improve their quality of life, and contribute to the future of healthcare? Do you like the idea of working from home? If so, we'd love to hear from you.

At HN, our Clinical Coaches work remotely with patients across North East London, helping them build health literacy, confidence, and self-management skills to take an active role in their own health. By providing structured, evidence-based coaching, our team empowers individuals to make informed decisions, leading to tangible improvements in well-being while also supporting NHS sustainability by reducing unplanned care needs.

This is a dynamic, patient-centered role that enables you to make a real impact within diverse communities in North East London. Using coaching techniques, behaviour change models, and digital tools, you'll support individuals with long-term conditions, ensuring they receive the right guidance and care. You'll be part of a collaborative, multidisciplinary team, with access to full training, professional development opportunities, and flexible working arrangements.

If your passion as a healthcare professional lies in empowering and supporting patients, and you are excited by the opportunity to deliver innovative, person-centred coaching within North East London's diverse population, we would love to hear from you.

## Position in Organisation

Reports to: Clinical Team Lead

Budget Responsibilities: N/A

## Core Purpose of the Role

As a Clinical Health Coach, you will support patients to enhance their health literacy, develop confidence, and make informed decisions about managing their health.

Working closely with a multidisciplinary healthcare system, your role will include:

- Identifying patients who would benefit from our interventions using HN systems.
- Engaging and motivating patients to participate in the service, reaching weekly recruitment targets.
- Collaboratively developing personalised care plans to enhance health outcomes.

- Coaching patients to navigate healthcare services and follow their care plans effectively.
- Working with health, social care, and voluntary sector providers to integrate a holistic approach to care.
- Participating in team discussions and sharing best practices to continuously improve the service.

## What we are Looking For

We welcome healthcare professionals from diverse backgrounds, including nurses, physiotherapists, occupational therapists, or any registered healthcare professional with experience in patient coaching. Essential criteria include:

- Current registration with NMC, HCPC, or an equivalent professional body.
- Strong interpersonal and communication skills, including fluency in additional languages (desirable).
- Experience working with patients with long-term or complex conditions.
- Knowledge of motivational interviewing or coaching theory (training provided if needed).
- A compassionate, proactive, and adaptable approach to patient care.

## About HN

HN is an innovative organisation that empowers patients through AI-driven tools and proactive health coaching. Our mission is to improve health outcomes, reduce inequalities, and create a personalised care experience.

We are committed to building a diverse, inclusive team of healthcare professionals. We encourage applicants from all ethnicities, cultural backgrounds, and language proficiencies to apply, helping us serve our diverse community in North East London.

## Job Responsibilities

As a Clinical Health Coach, you will work directly with patients, using a proactive and structured approach to improve health literacy, confidence, and self-management skills. You will act as a guide, helping individuals navigate the healthcare system, make informed decisions about their care, and take control of their well-being.

### Key Responsibilities:

- Assess and identify patients who would benefit from personalised health coaching, using HNs AI-driven platform.
- Establish trusted relationships with patients through coaching techniques, ensuring they feel supported in managing their health.
- Provide structured, evidence-based coaching to help patients develop self-care skills and confidence in managing long-term conditions.
- Work collaboratively with primary care teams, community services, and voluntary organisations to ensure an integrated approach to care.
- Support patients in setting and achieving personal health goals, promoting lifestyle adjustments and self-management techniques.
- Act as a liaison between patients and healthcare professionals, helping patients better understand their care pathways and available resources.
- Use telehealth and digital tools to enhance patient engagement and deliver remote coaching sessions where appropriate.
- Ensure the accurate documentation of patient interactions, outcomes, and progress within clinical systems.
- Contribute to service development and best practice discussions, ensuring continuous learning and quality improvement.
- Maintain up-to-date knowledge of coaching techniques, behaviour change models, and relevant clinical guidelines.

This role is ideal for a healthcare professional who is passionate about empowering patients, reducing health inequalities, and working at the forefront of digital health innovation. If you are looking for a role where you can make a meaningful impact while working in a collaborative and supportive environment, we would love to hear from you.

## Values & Behaviours

HN is a values-driven organisation, and therefore, the job holder will be expected to live the values of the organisation and integrate these values into every aspect of their role.

This role is specifically important in respect of Culture and Values and therefore must be a role model in demonstrating the organisational values within their own individual role.

# Skills, Knowledge & Experience

## Experience

### Essential

- Experience working with patients with long-term and/or complex conditions
- Understanding of health inequalities and barriers to healthcare access in diverse communities.
- Familiarity with safeguarding, data protection, and patient confidentiality standards.
- Experience working in multidisciplinary teams.
- Strong verbal and written communication skills, with sensitivity to cultural and linguistic diversity.
- Ability to listen, empathise, and build trust with patients.
- Proactive and resourceful in problem-solving to address patient needs.
- Strong organisational and time-management skills to manage a caseload efficiently.
- Ability to work both autonomously and collaboratively within a team
- Competence in using digital tools and systems for patient management (e.g., Microsoft Office, electronic clinical systems)
- Adaptability and creativity in addressing new challenges and patient scenarios.
- Trustworthy, reliable, and professional in all interactions.
- Committed to promoting equity and inclusion in healthcare delivery.
- Enthusiastic about innovation in healthcare and improving patient outcomes.
- Compassionate, with a genuine passion for patient-centred care
- Resilient, and open to continuous learning and professional development.
- Culturally sensitive and respectful, with an ability to work effectively across diverse communities.

### Desirable

- Additional language skills to support diverse patient populations.
- Knowledge of the local healthcare and social care context, including voluntary sector services.

- Knowledge of coaching techniques or motivational interviewing (training provided if needed).

## Qualifications

### Essential

- Registration with NMC, HCPC, or equivalent professional body (or eligibility to register).

## Additional Information

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

HN is fully committed to safeguarding the welfare of all vulnerable individuals and groups and takes all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

## Application Process

To apply for this exciting opportunity, please submit your application on NHS Jobs at the link below:

<https://beta.jobs.nhs.uk/candidate/jobadvert/E0015-25-0000>

All applications must be received by 26<sup>th</sup> March 2025.

We look forward to reviewing your application.

## Interview Date:

Interviews are expected to take place on 4<sup>th</sup> and 7<sup>th</sup> April 2025.



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