



**predicting a
healthier future**

Clinical Team Lead

Remote-first role



Are you a healthcare professional with strong leadership skills, looking for a new and innovative challenge? Do you have a passion for empowering both patients and clinical teams to deliver exceptional care? If so, this could be the perfect opportunity for you.

At HN, our Clinical Coaching Team Leads oversee a team of Clinical Coaches who work directly with patients to build health literacy, confidence, and self-management skills, helping them take an active role in managing their health across North East London. This role plays a key part in improving patient outcomes while supporting NHS sustainability through proactive health coaching.

This is a dynamic leadership position where you will mentor and guide a remote team, ensuring they deliver compassionate, person-centred care. You will collaborate with colleagues across the organisation and NHS partners to shape an innovative, AI-guided service that truly makes a difference.

We offer a remote, work-from-home role with quarterly in-person meetings, flexible working arrangements, leadership development opportunities, and a highly supportive team environment. If you're passionate about leading, coaching, and delivering innovative healthcare models, we would love to hear from you.

Position in Organisation

Reports to: Chief Clinical Officer

Budget Responsibilities: N/A

Core Purpose of the Role

In this leadership role, you will oversee the delivery of high-quality, patient-centred clinical coaching to individuals with complex health needs across North East London. You will be responsible for managing and supporting a remote team of registered healthcare professionals, ensuring effective performance, patient engagement, and a strong team culture.

The role involves working collaboratively with internal teams and NHS partners to drive continuous service improvement, improve patient outcomes, and reduce health inequalities. You will also contribute to shaping the strategic direction of the service, supporting innovation and the integration of AI-guided tools to enhance 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

The Clinical Coaching Team Lead will be responsible for overseeing and supporting the clinical coaches in delivering HN's AI-guided Clinical Coaching service. The role involves leadership, mentorship, and ensuring the highest quality of patient care. The Team Lead will also play a key role in team development, stakeholder engagement, and operational excellence to ensure that the service delivers measurable improvements in population health.

Principal Responsibilities:

Leadership & Team Management

- Oversee and ensure that clinical coaching is delivered to high-quality standards, managing and ensuring patient-centred care.
- Act as the first point of escalation for team challenges and patient-related concerns.
- Assist in recruiting, onboarding, and supporting new clinical coaches.
- Provide mentorship and leadership to the coaching team, ensuring their professional growth.
- Support regular 1:1 meetings, mid-year reviews, and performance appraisals.
- Guide team members to achieve ongoing improvements and personal development.
- Cultivate a team culture based on collaboration, communication, and shared learning.
- Ensure adherence to organisational policies, procedures, and professional guidelines.

Clinical Coaching & Patient Engagement

- Collaborate with the team in identifying and engaging patients in the programme.
- Provide direct coaching where necessary, ensuring high-quality patient interactions.
- Support the team in developing and implementing patient-centred care plans.
- Promote proactive health coaching strategies and patient self-management.
- Ensure that patient needs, preferences, and barriers to care are addressed inclusively.
- Champion culturally competent care and language accessibility in coaching interventions.

Operational Excellence & Service Delivery

- Monitor and report on team performance, ensuring KPIs are met.
- Work closely with leadership to implement continuous service improvements.
- Identify risks or service gaps, proposing solutions to enhance efficiency.
- Facilitate knowledge-sharing within the team through structured meetings and discussions.
- Collaborate with internal teams to improve digital tools, workflows, and patient engagement strategies.
- Contribute to research and quality improvement initiatives within the clinical coaching programme.

Stakeholder & Relationship Management

- Serve as a key liaison between the clinical coaching team and external partners, including primary care teams, social care providers, and voluntary organisations.
- Advocate for service alignment with local healthcare priorities.
- Represent the team in operational and stakeholder meetings.
- Collaborate with leadership to identify expansion opportunities for the programme.

Key Performance Indicators (KPIs)

- Team Performance: Achievement of patient recruitment targets.
- Patient Impact: Reduction in unplanned A&E, GP, and urgent care visits.
- Patient Satisfaction: Positive feedback scores (e.g., EQ5D, PAM-13, Net Promoter Score).

- Service Improvement: Evidence of quality enhancements based on team feedback and data analysis.

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

- Leadership & Mentorship: Experience leading a clinical team or coaching colleagues.
- Coaching & Communication: Strong motivational interviewing, coaching, and engagement skills.
- Patient-Centred Care: Commitment to personalised care and shared decision-making.
- Diversity & Inclusion: Ability to support patients and staff from diverse backgrounds, including non-English speakers.
- Operational Insight: Understanding of healthcare service delivery, performance monitoring, and quality improvement.
- Digital Competency: Ability to use clinical systems, Microsoft Office, and telehealth platforms.

Desirable

- Experience working with patients with long-term conditions and complex healthcare needs.
- Knowledge of local healthcare, social care, and voluntary sector services.
- Additional language skills to support diverse patient populations.

Qualifications

Essential

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

Desirable

- Qualification or Training in Leadership/Management
- Formal training in coaching or motivational interviewing (or willingness to undertake training).

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/E0015-25-0003>

All applications must be received by 3rd April 2025.

We look forward to reviewing your application.

Interview Date:

Interviews are expected to take place on 11th April 2025.



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HN (Health Navigator Ltd)
2 Smith Square,
The Foundry,
Fulham Palace Road
W6 8AF
E: info@hn-company.co.uk