



Empowered patients
Sustainable healthcare

Job Description: Clinical Health Coach Virtual Care

Job Title	Clinical Health Coach – Virtual Care	Location	Greater London
Reports to	Chief Nursing and Operating Officer	Job Code	CC.VC.01

Core Purpose of the Role

A Clinical Health Coach is a healthcare professional who supports patients to increase their health literacy, develop their confidence and empower them to make the most appropriate decisions in self-managing their condition and navigating the complexities of a multidisciplinary healthcare system. Within our Virtual Care service, our Clinical Coaches also monitor condition-specific patient observations via a remote dashboard system, making informed decisions around required actions, escalation etc. Therefore, previous experience working with patients with Diabetes and/or Respiratory conditions is essential for this role.

Position in Organisation

Reports To: Chief Nursing and Operating Officer

Budget Responsibilities: N/A

Principal Accountabilities

Some of the main responsibilities of this role include but are not limited to:

- Receive referrals from Primary, Secondary and Community Care services.
- Contact and subsequently recruit patients into the service, achieving weekly recruitment targets and supporting stakeholders in delivering a more effective service to all patients.
- Work with the patient to jointly develop a care plan to improve their health and quality of life.
- Support patients to utilise specific equipment in order to measure and record condition-specific observations E.g., Blood Glucose, SP02 etc.
- Via a dashboard system, review condition-specific observations, to ensure that these remain within pre-agreed patient-specific parameters in order to maintain patient safety and wellbeing
- Where observations fall outside of the pre-agreed patient-specific parameters, understand the related risk, take appropriate action to manage the situation, advising and supporting the patient or where necessary escalate the situation to the appropriate service
- Coach and motivate patients to follow their individualised care plans and pathways, supporting them to make proactive choices.
- Aligned with the NHS vision for Personalised Care, engage and effectively communicate with other health care services to ensure integration, collaboration and effective patient management and take a whole-system approach to support patients' health and wellbeing.
- Share, exchange and learn from experiences of working with patients during weekly discussions with colleagues.
- Participate in regular meetings focusing on sharing best practice and continuous improvement.

Key Performance Indicators

- Number of patients recruited
- Reported patient metrics:
 - Reduction in unplanned healthcare provider attendances
 - Maintenance of patients observations within pre-agreed parameters
 - Positive patient feedback metrics (e.g. SF12 and PaM13 etc)
 - Net Promoter Score (Friends and Family Test)

Skills, Knowledge and Experience

	Criteria
Skills and Abilities	<ul style="list-style-type: none"> • Clear and concise written and spoken communication skills • Excellent listening skills • Precise attention to detail • Excellent telephone manner • Ability to work as part of a team • A high level of self-motivation and a flexible approach • Ability to make autonomous decisions within the remit of the role • Ability to multi-task and think creatively when confronted with a new situation • Ability to work with the highest levels of confidentiality and integrity • Ability to manage, prioritise and organise own workload and use initiative
Experience	<ul style="list-style-type: none"> • Experience working with patients with Diabetes and/or Respiratory conditions • Experience of coaching (desirable)
Knowledge	<ul style="list-style-type: none"> • Current NMC Registration • Condition-specific post-graduate qualification (desirable) • Good level of knowledge in respect of Diabetes and/or Respiratory conditions and the effect on health, lifestyle etc. • Knowledge of coaching theory and/or motivational interviewing (formal training/qualification desirable, however, the company will provide full training in this respect) • Good knowledge of Microsoft Office (Word and Excel)

Values and 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.

Health and Safety

- The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:
Electricity at Work, Manual/Object Handling, Provision and Use of Work Equipment, Fire Precautions, Personal Protective Equipment, Reporting of Injuries

Additional Information

- This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions of the role. Therefore, this role description does not describe any individual post holder.
- 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.