

Contact Details

Kerry Page - Programme Manager
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JOB DESCRIPTION

TITLE OF POST:	Health Coach - Rethinking Pain Service - Punjabi/Urdu Speaking
SALARY:	£24,496-£26,845 pro rata (based on 35 hours per week + pension contribution)
HOURS:	21-28 hours per week between Monday and Friday (open to a degree of negotiation, hours of work/flexible working)
CONTRACT:	Temporary to 31 st March 2026
RESPONSIBLE TO:	Responsible to Programme Manager, Rethinking Pain
ACCOUNTABLE TO:	The KHL Trustee Board
REHABILITATION OF OFFENDERS ACT 1994 (EXCEPTIONS) ORDER 1995	Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by (KHL). Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

1. JOB PURPOSE

To provide 1 to 1 support and encouragement to individuals who are referred, enabling them to build on their strengths, leading to improved and sustainable health and wellbeing. To signpost and socially prescribe a range of services and

activities available in the local community. Where gaps exist, establish health-based activities including peer to peer support groups. To deliver established information and education programmes in communities and to the voluntary care sector.

2. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- To receive, triage and respond to referrals to Rethinking Pain in both English and Punjabi/Urdu.
- To provide one to one coaching, via phone call, email and face to face (at workshops) to individuals referred to the service.
- To undertake assessments with individuals.
- To use motivational and behavioural change techniques and coaching tools to support people to make changes that meet their needs and circumstances.
- To support people to develop personal plans with achievable goals that lead to improved health, wellbeing, and persistent pain self-management.
- To plan and deliver one off taster and short-term group-based activities.
- To provide personalised one-to-one/group support to promote improved health and wellbeing (incl. physical activity, mental wellbeing and diet and lifestyle).
- To liaise with a range of services, internally and externally to identify appropriate support packages and referral routes.
- To work with the team to develop an effective signposting directory to enable people referred to be signposted to pain relevant support.
- To work as a part of a multi-disciplinary team to ensure individuals receive coordinated wraparound support to meet multiple needs.
- To identify community activities and services that enable appropriate signposting for individuals.
- To support development of resources for rethinking pain tool kit and utilise local and national materials to promote ongoing self-care methods.
- To adhere to the KHL's policies and procedures including Safeguarding, Data Protection and confidentiality and equal rights policies in all aspects of the work.
- To carry out such other appropriate tasks, as required to meet the aims and objectives of the organisation and the rethinking pain programmes aims and objectives.

Monitoring and Evaluation

- To collect, collate and maintain data using a range of platforms including SystemOne, MS Teams and Upshot digital.
- Provide support to the Rethinking Pain programme lead and operations coordinator in the production of reports for monitoring and evaluation of services.

3. PERSONAL DEVELOPMENT

- Actively participate in our supervision with the Rethinking Pain Programme Lead and operations coordinator.
- Actively participate in team meetings and partner meetings as required.
- Undertake a range of mandatory and role specific training to enhance your continued personal development.

4. SPECIAL WORKING CONDITIONS

- Travel around the Bradford District and Craven and when required to regional and national locations.
- Flexible, hybrid working opportunities with occasional working of early evenings and weekends.

5. PERFORMANCE MANAGEMENT RESPONSIBILITIES

- Work within the project's budget and KHL's guidance when ordering services/purchasing goods.
- Understand and maintain specific quality standards and good practice generally.
- Follow KHL's policies and procedures when carrying out your duties.
- Participate in individual performance review and respond to agreed objectives.
- Follow GDPR guidance when handling data/personal information.

6. ADDITIONAL:

- Promote the positive and professional ethos of KHL both internally and externally.
- Attend staff meetings, 1:1 meetings and other meetings at the request of the managers.
- Continually strive to improve service quality and bring added value to projects.
- Work as part of a team and develop positive relationships with colleagues.
- Generate and share ideas to develop and improve projects and administrative systems.
- Support and train volunteers and student placements.
- Carry out any additional duties as required or appropriate to the post and grade.
- Undertake relevant training to maintain and update your skills and knowledge within your job role and keep a record of training undertaken as agreed with your line manager.

EQUAL OPPORTUNITIES:

Work within and implement the Equal Opportunities Policy and Procedures of KHL.

CONFIDENTIALITY:

Ensure that information relating to participants remains confidential in line with KHL's Confidentiality Policy.

SAFEGUARDING:

Report any safeguarding issues to a KHL Manager as soon as is possible and in line with the KHL Safeguarding Adults Policy and the KHL Child Protection and Safeguarding Children's Policy. KHL are committed to safeguarding and in line with this you will be asked to complete or provide a DBS check (Disclosure and Barring Service), formally called CRB in-line with the DBS regulation.

HEALTH & SAFETY:

Work within and implement the Health and Safety Policy and Procedures of KHL having regard to the duty of care to avoid injury to yourself and others. The post holder will take all reasonable steps to ensure the safety of volunteers and service users and will liaise with the Board of Trustees on issues affecting health and safety.

ENVIRONMENTAL RESPONSIBILITY:

All post holders are required to carry out their duties in line with the Environmental Policy of KHL

This is not a final and complete statement of the duties attached to this post which may need to be amended from time to time in accordance with the changing needs of the organisation. KHL expect all staff to have a can-do attitude/employ a hands-on approach in terms of the centre and its projects, which from time to time may mean stepping in to help wherever help is needed. You will be asked about your ability to do this at interview.

Health Coach Person Specification

ATTRIBUTE	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	HOW IDENTIFIED
Qualifications	<ul style="list-style-type: none"> Educated to a good standard, with 5 or more GCSEs or equivalent qualifications 	<ul style="list-style-type: none"> A level or equivalent qualifications Health or lifestyle coach type qualifications BSC or BA degree 	Application Form
Specialist Knowledge/ Experience	<ul style="list-style-type: none"> Have experience in conducting clinical and/or holistic assessment To have experience in working one to one with people e.g. health coaching and using appropriate/related tools and goal setting strategies Experience of engaging and working with vulnerable communities around health and wellbeing The ability to speak English plus, the ability to speak Urdu and/or Punjabi 	<ul style="list-style-type: none"> Experience of delivering health and wellbeing support to individuals on a one to one and group basis Basic physical health and mental knowledge Basic food and nutrition knowledge 	Application Form Interview / Presentation
Practical & Intellectual Skills	<ul style="list-style-type: none"> Communication skills Presentation skills (including presenting in Urdu/Punjabi) Coaching, mentoring and influencing skills Strong geographical knowledge of Bradford & Craven Strong knowledge of the diversity of communities and cultures across Bradford district and Craven The ability to communicate well with a diverse range of people Be able to drive a car 	<ul style="list-style-type: none"> Experience of working on with Microsoft Outlook and digital Customer relations management Systems or data Bases, E.G.S MS Teams, SystemOne 	Application Form Interview

	<ul style="list-style-type: none"> • Professionalism with external stakeholders • Excellent communication skills, both oral and written • Good organisational skills • Effective time management and ability to multi-task • Ability to deal process with sensitive information with professionalism and confidentiality • Report writing • Problem solving skills • Ability to work on own initiative 		
Disposition, Attitude, Judgement	<ul style="list-style-type: none"> • Willingness to actively participate and contribute in meetings and not processes • Have a 'can do' adaptable approach to work • Be enthusiastic and a team player • Demonstrate commitment to inclusion, equality and respect for diversity • Adherence to all aspects of the Data Protection Act 1998 and KHL confidentiality policies 		Application Form Interview
Other	<ul style="list-style-type: none"> • Willingness to undertake a basic Disclosure and Barring Service (DBS) check • Ability to travel around Bradford and Craven in accordance with work requirements • Flexible approach to working hours (including occasional evenings and weekends) • Must be eligible to work in the UK 		Application Form Interview