

Candidate Information Pack: Health Coach



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Application for employment with Keighley Healthy Living - Health Coach - Fill in form



Keighley Healthy Living
13 Scott Street, Keighley, BD21 2JH

About KHL

KHL is a charity that provides inclusive opportunities to improve the physical and mental health and wellbeing of people living in our local community. We are proud to be rooted in the heart of Keighley, West Yorkshire and our centre offers a friendly, welcoming and accessible space for personal growth and building connections.

We deliver a wide range of projects across Keighley and the wider Bradford district, shaped by local health and social priorities. Our weekly timetable provides over 40 groups and classes, alongside personalised health and wellbeing coaching, one-to-one support, and signposting to local services.

We use local health data to create and deliver initiatives to meet the needs of the local community and to work towards achieving sustained change. We listen and understand the challenges our communities face, and build on their strengths to create meaningful impact.

Alongside our day-to-day delivery of activities, we work in partnership with a variety of other organisations, including local authorities, GP practices, NHS services and charities.

We aim to...



Improve physical and mental health and wellbeing



Reduce social isolation and loneliness



Facilitate a strong integrated community



Address health inequalities by working collaboratively



Support and advocate for an integrated health system

Our vision

Building healthier and stronger communities together.

Our values

KHL are understanding

We care about those around us and can empathise.

KHL are flexible

We adapt to those around us to make an impact on people's lives.

KHL think creatively

We innovate and progress with originality.

KHL work with others

We collaborate to create networks and broaden opportunities for all.

KHL put people first

People and the community make up the heart of KHL. We are open and accessible to all.



About the Rethinking Pain project



Rethinking Pain is a community-based service for adults living with long-term pain in the Bradford and Craven area. The Rethinking pain team work one-to-one and in groups to connect people living with persistent pain to appropriate pain information, including education, support and community-based activities.

Our approach is designed to support people's physical, mental, social and environmental needs. While understanding the individual's preferences and circumstances, to help them manage their pain better day-to-day, with potential to improve their quality of life.

As part of the Rethinking Pain team, you'll help transform the way people live with long-term pain. The project is committed to empowering individuals, building resilience, and creating meaningful opportunities for connection.

If you're passionate about supporting others, enjoy working within the community, and want to contribute to an innovative and supportive service, we'd love to hear from you.



Job Title: Health Coach – Rethinking Pain

Hours of work:	21- 28 hours per week to be worked in office hours (excluding lunch break) including occasional evening and weekends
Salary:	£28,598- £31,022 (35 hours FTE) pro rata
Responsible to:	Project Manager
Contract:	Fixed Term until 31st March 2029
Location:	13 Scott Street, Keighley, BD21 2JH
Employer:	Board of Directors Keighley Healthy Living (KHL)

Key Attributes

- Empathetic and person-centred – able to build trust and support people with sensitivity, dignity and respect.
- Strong communication skills – confident communicating clearly with individuals, groups, colleagues and partner organisations.
- Motivational and encouraging – able to support people to set realistic goals and make positive lifestyle changes.
- Culturally aware and inclusive – able to work respectfully with diverse communities, including people whose first language may not be English.
- Confident working independently and as part of a team – able to manage own workload while contributing to multidisciplinary working.
- Well organised – able to manage referrals, appointments, data recording and follow-up actions effectively.
- Professional and confidential – able to handle sensitive personal information appropriately and follow policies and procedures.
- Community focused – understands the importance of local services, social prescribing and community-based support.
- Committed to improving health and wellbeing – motivated to help people improve self-management, confidence and quality of life.

Job location, transportation and physical requirement

- Be willing and able to work across Bradford District and Craven.



Job Purpose

We're seeking an individual who is passionate about health, wellbeing, and empowering others. This is a unique opportunity to join Keighley Healthy Living in a dynamic role that will not only support our Rethinking Pain Programme but also contributes to our organisation that provides a range of innovative health and wellbeing projects. As a Health Coach you'll provide one-to-one support to referred individuals, you will help people rethink their relationship with pain, develop practical self-management skills, and explore new ways to improve their overall wellbeing.

Primary Duties & Areas of Responsibility

- Receive, triage and respond to Rethinking Pain referrals
- Provide one-to-one coaching by phone, email and face to face at workshops.
- Complete assessments with individuals.
- Use motivational, behaviour-change and coaching techniques to support people to make changes that suit their needs and circumstances.
- Support people to develop personal plans with achievable goals to improve health, wellbeing and persistent pain self-management.
- Plan and deliver one-off taster sessions and short-term group activities.
- Provide personalised one-to-one and group support to improve health and wellbeing, including physical activity, mental wellbeing, diet and lifestyle.
- Liaise with internal and external services to identify suitable support packages and referral routes.
- Work with the team to develop a signposting directory for pain-related support.
- Work as part of a multidisciplinary team to provide coordinated, wraparound support.
- Identify community activities and services for appropriate signposting.
- Support the development of resources for the Rethinking Pain toolkit and use local and national materials to promote self-care.
- Follow KHL policies and procedures, including safeguarding, data protection, confidentiality and equal rights.
- Carry out other appropriate tasks required to meet the aims of the organisation and the Rethinking Pain programme.

Monitoring and Evaluation

- To collect, collate and maintain data using a range of platforms including SystemOne, MS Teams and Upshot.
- Support the Rethinking Pain Programme Lead and Operations Coordinator to produce monitoring and evaluation reports.

Personal Development

- Participate in supervision with the Rethinking Pain Programme Lead and Operations Coordinator.
- Participate in team and partner meetings as required.
- Complete mandatory and role-specific training to support ongoing development.

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.

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.

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Qualifications	<ul style="list-style-type: none"> • Educated to good level with qualifications / 5 or more GCSEs 	<ul style="list-style-type: none"> • A level or equivalent qualifications • A health, lifestyle coach qualification • 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 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 fluent English plus, the ability to speak another language such as Urdu/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 nutritional and physical health knowledge 	Application Form Interview/ Presentation
Practical & Intellectual Skills	<ul style="list-style-type: none"> • Good knowledge of the Bradford district and communities within the locality • The ability to communicate well with a range of people both inside and outside the organisation • Good organisational skills including effective time management and multi-tasking • Ability to deal with sensitive information with professionalism and always maintain confidentiality • Communication, presentation and influencing skills • Report writing • Problem solving skills • Computer literate including word processing • Ability to work on own initiative 	<ul style="list-style-type: none"> • Experience of working on digital CRM or similar systems for example MS Teams, SystemOne or Upshot 	Application/ Form Interview

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Disposition, Attitude, Judgement	<ul style="list-style-type: none"> • Willingness to actively participate in meetings • Have excellent communication skills – both oral and written • Have a 'can do' approach to work • Be flexible and enthusiastic • Demonstrate commitment to equality and respect for diversity • Adherence to all aspects of the Data Protection Act 1998 and KHL confidentiality policies • Respect for inclusion and diversity 		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 the area 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



Additional information

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 (HALE). 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.

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.

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.

Environmental Responsibility:

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

Safeguarding:

To 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. To complete or provide a DBS check (Disclosure and Barring Service), formally called CRB in-line with the DBS regulation.

How to apply...

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For more information,
contact us:



01535 677177



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www.khl.org.uk