

Role Profile

Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Employment and Health Coach (WorkWell)
Grade	8	Reports to (role title)	Supported Employment Team Leader (WorkWell)
JE Band	269-313	Directorate / School	Place
Date Role Profile was created	Jun-26	Service / Department	Economy & Growth
Agile	Community	DBS Requirement	Enhanced Excluding Lists

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	WorkWell is a government funded programme that provides early-intervention support for people in work who are at risk of falling out due to health issues, as well as those who have recently left employment because of health-related barriers. WorkWell is delivered through local partnerships and offers a holistic, personalised service to help individuals with health conditions or disabilities to remain in or return to work. Employment and Health Coaches are key to the delivery of WorkWell. They will be responsible for a caseload of participants, helping individuals with health barriers back into work and/or helping them to remain in work. Where relevant, they will also work alongside participants as they return to work or get into work, and will provide support to participants' employers as part of this. Employment and Health Coaches will provide one-to-one coaching on managing health conditions, particularly within a work context. They will also give advice and support on applying for or returning to work and will signpost participants to wider sources of support as required. Coaches will work alongside a multi-disciplinary team made up of professionals from health, voluntary and other statutory services to ensure participants access the best possible support for them. We are committed to the cross-team consolidation of activity across our area of work. Integration of our programmes, both with each other and into the wider team, is the fundamental principle on which the post will operate. By working in this way, we can ensure delivery of seamless employment support services through a single coherent front door of support for residents, businesses and employers. The postholders will be working in a target driven environment and with experience working with residents to provide a personalised coaching offer to support employment outcomes through overcoming health-related barriers. They will work across the Supported Employment function and with partners to help identify a pipeline of residents that could benefit from WorkWell and other employment support. They will be essential in ensuring we meet contract requirements and ensuring WorkWell in Surrey is a success. The role will be based in Woodhatch Place, Reigate and is on fixed-term basis to March 2029. There will be a requirement to work across the county with regular travel and in-person meetings across Surrey.
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Work Context	Employment and Health coaches will: Help identify residents and employers suitable for support through the WorkWell programme and identify and implement work, health and wellbeing actions that will help residents into and/or remain in work through the creation of personalised action plans. This will involve close working with Economy & Growth employer engagement functions, Multi-Disciplinary Team to support health-related outcomes and wider referral partners. The Employment and Health Coaches will carry out health and wellbeing assessments and develop personalised support plans for WorkWell participants, empowering them to take steps towards returning to work, or to stay in work, while managing a physical or mental health condition. Provide person-centred coaching to clients to enable them to manage health conditions in order remain in or move into suitable and sustainable work. Meet with residents in community settings to develop a personalised action plan to assist with career choice and planning including job search, CV preparation, interview techniques and career development. Actively engage with local health partners and within and across the whole health system to support health and wellbeing needs. Work with a range of colleagues, partners and stakeholders to help create a pipeline of participants, aligned to the WorkWell contract and wider Supported Employment services. Ensure accurate and timely record keeping through CRM management. Support colleagues to review the tools, relationships and resources the team will need to deliver service targets. Work proactively across the Economy & Growth team to align work practices and operations, contributing to joint objectives and sharing good practice
Line management responsibility if applicable	No direct line management responsibilities
Budget responsibility if applicable	£5,000 (Subject to joint sign offs)
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate. • Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement. Service Delivery • Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Maintains knowledge of the organisation's current systems, policies and procedures. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. Planning & Organising • Monitor service objectives and standards within own area of work to ensure effective service delivery. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed. Finance/Resource Management • Assist budget/resource management in accordance with the organisation's policies and procedures. • Maintains, develops and reviews financial support systems, processes and procedures. Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.

	- Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery. People Management Either: - Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery. - Oversee the work of others as the most experienced team member. And/Or: - Operate as an individual maintaining and improving operational efficiency and quality of service of own area. - May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required. To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	- Educated to 'A' level standard, or able to evidence ability at an equivalent level. - Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate. - For some roles a relevant degree may be required. - Excellent IT skills. - Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations. - High level administrative/organisational and analytical skills. - Ability to manage a range of projects through to completion. - Effective interpersonal, influencing and negotiation skills. - Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate). - Experience of leading a team (where appropriate).
Details of the specific qualifications and/or experience if required for the role in line with the above description	Essential - Experience of working in an employment support setting (or similar) managing a caseload of people looking for work or supporting them to remain in work, preferably within a health and wellbeing context - Experience working one-to-one with others in a coaching, advising, guiding, or supporting capacity preferably within a health context - Ability to provide person-centred health coaching delivered with empathy, building strong rapport with participants. - Experience of working in a target driven environment - Ability to work autonomously drawing on skills from a wider team as needed - Understanding of the health-related employment issues faced by residents and experience supporting them to find and retain work - Understanding of the issues faced by employers in recruiting from a diverse talent pool and experience working with them providing the required support. - Ability to use Customer Relationship Management systems. Desirable: - Health coaching experience - Experience working in health or employment services - Knowledge of the impact of common health conditions in the workplace
Role Summary	Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.

Reference Number	BM-2026-241
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