

Health Coach

Hours: Full-time role

Reports to: Health Coach Team Manager

Accountable to: Clinical Director

Location: Central London

Start Date: Immediate

About Oviva

Oviva is a new type of dietetic healthcare services provider that combines face to face with remote care to enhance the overall patient experience, improve clinical outcomes, and reduce cost for the NHS.

This approach is based on the findings of several clinical studies that remote appointments increase accessibility, and that high frequency remote follow up offers superior outcomes to standard care and lowers cost of delivery.

We create unique, digitally-enabled treatment programmes for patients, widening access to expert one-to-one care from dietitians, psychologists, nurses and other healthcare professionals through use of our digital tools, meaning more people can access the care they need.

Our services are delivered in partnership with the NHS and today we provide NHS services in 57 Clinical Commissioning Groups and were recently selected for the NHS England Digital Diabetes Prevention Programme and the NHS England Innovation Accelerator. Beyond the UK we also operate in Switzerland, Germany, and France.

Our values are at the forefront of everything we do, from patient care to internal culture:

- We put the patient first
- We measure & improve
- We tackle it together

The Role

We are looking for a Health Coach to support the delivery of our programmes. We are looking for someone seeking a full-time role. This role is based in our head office between Waterloo East and London Bridge.

The Health Coach works with people referred to our type 2 diabetes and weight management programmes to help them understand the benefits of taking part. Key to this are motivational interviewing skills, working through any potential barriers to attendance and getting them excited for their programme.

You will use our secure patient tracker to monitor patient referrals and appointments. You will then undertake an initial contact call with the patient, explaining the programme benefits, structure and problem solving around issues. Depending on the programme, you may need to undertake some survey based assessment tasks. You will have the opportunity to undertake training in motivational interviewing and behavioural change in order to support you in this role. You will arrange the patient's appointment with the dietitian and book it into the relevant dietitian's diary.

The role also involves monitoring subsequent attendance and clinical outcomes, through phone calls with the patients. You will work closely with the dietitians managing their diaries and supporting appropriate utilization of their time.

The successful candidate will have an interest in health and nutrition, as well as being familiar with or show a willingness to embrace remote treatment and support. They will have excellent communication skills and have a working knowledge of Microsoft office systems such as Excel. They will benefit from joining an innovative and supportive team in central London, committed to enhancing the overall patient experience of care and delivering better outcomes.

Key Responsibilities

- Making initial patient calls to introduce programme, explain benefits and pathway.
- Use motivational interviewing to explore difficulties in accepting programme place

- Making follow up calls for evaluation purposes
- Book patient appointments with their dietitian over the phone
- Moderating peer support groups of patients

Our Offer

- An exciting role at a new type of healthcare provider that values high quality patient care and improved clinical outcomes.
- £20k pro rata salary offering
- Training opportunities

To apply please send your CV and cover letter explaining why you would be excellent for the role to nicola.bradshaw@oviva.com

Person specification

Category	Essential	Desirable
Education, qualifications and training	<ul style="list-style-type: none"> • Good standard of secondary education with literacy and numeracy skills demonstrable to GCSE pass level or equivalent standard. • Proficient in the use of Microsoft office including word and excel 	<ul style="list-style-type: none"> • Courses / further study attended to demonstrate evidence of personal development. • Knowledge of medical terminology
Experience	<ul style="list-style-type: none"> • Administrative and organisation experience • Experiencing in undertaking phone calls to clients / patients 	
Skills, abilities and knowledge	<ul style="list-style-type: none"> • Friendly and approachable manner. • Polite, sympathetic, patient and diplomatic. • Able to get on with people and share knowledge with others. • Reliability – good time keeping • Flexibility – able to work flexibly to accommodate peaks and troughs of activity. • Excellent telephone / communication skills. • Able to learn and assimilate information quickly. • Proven ability to work to deadlines, prioritise and multitask. • Ability to plan and manage time effectively • Able to deal with distressed, difficult or abusive clients • Able to respond to unpredictable work-patterns and interruptions • Ability to complete allocated projects and meet deadlines • Competent user of IT equipment and basic software (email, word processing, data input and clinical systems) • Ability to work autonomously and part of a team 	