

Health Coach

Hours: Flexible **Reports to:** Health Coach Team Manager **Location:** Remote **Start Date:** ASAP

About Oviva

We believe good health starts with nutrition and lifestyle, not medication. Our mission is to help 50 million people lead healthier and happier lives by 2025 by providing the best digitally-enabled behaviour change treatments.

Oviva was founded in 2014 and is Europe's largest provider of digitally-enabled behaviour change treatments to people with health conditions related to diet such as type 2 diabetes, prediabetes and complex obesity. We offer our patients the most accessible, personalised and high quality care possible, and we embrace technology to overcome the demand challenges facing the NHS and health systems worldwide.

We do this by:

- Creating unique digitally-enabled treatment programmes for patients, delivered by dietitians supported by a multi-disciplinary team of psychologists, psychological wellbeing practitioners, specialist nurses, registered nutritionists, health coaches and activity experts.
- Offering patients access to expert advice in a time and place of their choosing, via our NHS Digital approved Oviva smartphone app, online Learn portal (with tailored video, audio and text content) or over the phone.

Our services are delivered in partnership with the NHS, supporting access, quality and efficiency improvements. We work with over half of the NHS regions in England (called Sustainability and Transformation Partnerships), are the largest digital provider in the NHS England Diabetes Prevention Programme and were selected for the NHS England Innovation Accelerator. Beyond the UK we also operate in Switzerland, Germany, and France, and are backed by Europe's leading venture funds.

We can only deliver all of this with the help of our incredible team. Having a culture that people want to work in is very important to us and we're proud to say 96% of our team would recommend working for Oviva. We do this by keeping our values 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 Health Coaches to deliver care to people in our new Diabetes Prevention Programme (DPP), commissioned by NHS England. Our Diabetes Prevention Programme supports those at risk of developing Type 2 Diabetes in reducing their risk and in leading happier, healthier lives. You will deliver care to your assigned cohort remotely across a 9-month period, providing both 1-to-1 and peer group support through our app and over the phone. Key to this are motivational interviewing and behavioural change skills, working through any potential barriers to attendance and keeping patients committed to achieve their outcomes throughout the programme. You will have the opportunity to undertake training in motivational interviewing and behavioural change in order to support you in this role. You will be supported by a registered Nutritionist throughout and provided with relevant training to help you succeed in the role.

Main Responsibilities

- Delivering 1:1 remote care to our DPP patients
- Provide remote specialist advice to patients via peer support groups
- Handling of sensitive data, approaching with great attention to detail
- Use motivational interviewing to support the patient throughout their journey
- Support service-users remotely to make positive, practical changes to their diet and lifestyle
- Accurately inputting data into our CRM system to ensure coherent patient pathway
- Working alongside the operations team to ensure contract KPIs are achieved
- Evening and weekend work when required, to suit the needs of the business

Key Competencies

- Collaborative – *can do attitude, work effectively in teams,*
- Empathetic – *peer to peer support, resilient,*
- Innovative – *self-starter, solution – action orientated, creative*
- Knowledgeable – *proactively upskilling, adaptable,*
- Commitment to Oviva Mission & Strategy
- Clinical skills – *patient relationships, adherence to IG procedure*

The Ideal Candidate

- 2:1 degree in accredited Nutrition course
- Experience coaching people to reduce their risk of Type 2 Diabetes ideal
- Passion for providing digital treatment & support
- Language skills highly desirable
- Energetic and proactive, with an ability to work independently as well as part of a team
- Excellent communication skills
- Confident using technology
- Highly organised with a keen attention to detail

Our Offer

- Band 4 NHS Agenda For Change equivalent salary
- The opportunity to make a meaningful impact in revolutionising healthcare in the UK
- Exciting and rewarding role in high-growth start-up environment
- Training opportunities and regular salary reviews
- Flexible working
- 25 days holiday (plus bank holidays) with the option of an additional 5 days unpaid leave
- Company pension

To apply, please send your CV & cover letter to lauren.hirst@oviva.com telling us why you'd love to join us at Oviva!