

Momenta Newcastle

Position: Health & Wellbeing Adviser (telephone / virtual)

Region: Flexible, working from home

Type: Permanent, half to full-time (50-100% whole time equivalent)

Salary: £11,000 - £11,750 for half-time (or pro rata annualised £22-23,500)

About us

Momenta Newcastle was set up in 2019 to support people with Type 2 diabetes to lose weight and, where possible, achieve remission. We now also deliver our Cardiovascular Disease Prevention programme. Our team combines almost 20 years' experience of developing world-leading evidence-based behaviour change programmes with a deep understanding of the science behind Type 2 diabetes remission, weight management and cardiovascular disease. See <https://momentanewcastle.com/>

Our passion is to support and empower as many people as possible with our cutting-edge programmes – safely and affordably. We have recently been awarded contracts across Somerset, Newcastle and the North East and North Cumbria to build on our work to date in Birmingham and Solihull, working closely with the local CCG and GP practices and NHS England as well as many local partner organisations. We are also working in East London and hope to start working in more areas over the coming months. We are excited to build our team to deliver these ground-breaking services.

About the opportunity

We are now recruiting for a motivated and suitably qualified Health and Wellbeing Adviser. This role requires excellent verbal communication, accurate data capture and flexible administrative skills. You will receive referrals and be the first point of contact for potential participants (inbound and outbound calls), registering them on our system, ensuring they are eligible, explaining the programme, conducting a basic health screen and booking them onto an appropriate virtual or in-person group – as well as providing ongoing support as required. You will need to be comfortable supporting participants with Zoom as some group delivery is virtual.

You will also interact with GP practices, community partners and other stakeholders, as well as performing a range of administrative duties from participant follow-ups, printing and posting and contacting GP practices. You will work closely with your Manager, the Coordinator and colleagues to quality assure data and arrange groups.

We will train you in all relevant operational and organisational policies, processes and systems. You will also receive our highly-regarded programme training, so you understand the context for your support.

Your key responsibilities

- Make and receive phone / Zoom /Teams calls professionally and efficiently to referred participants, GP practices, Coaches, suppliers and others

- Use our system and associated reports accurately and efficiently: Enter, manage, quality assure and report data (or be willing to learn)
- Receive and reply to referrals, contact participants to confirm eligibility, consent and register them on our system, explain the service, support with Zoom access if required, conduct an Individual Assessment (basic health screening), book on an appropriate group, send follow-up communications and resources
- Be the first point of contact for the service for participants, GP practices and other stakeholders, answering queries promptly or forwarding them
- Coordinate delivery of supplies to participants
- Work with Manager and Coaches to support participants.

We are looking for people who meet the following essential criteria:

- Passionate about helping participants improve their health and wellbeing
- Confident, engaging and empathetic communication style, with experience working with people from a wide range of backgrounds
- Strong customer service ethos
- Willing and able to work from home
- Proficient in Microsoft Office applications, comfortable using new systems
- Fluent in spoken and written English
- Highly organised, attention to detail (including accurate data entry), strong time-management skills, self-motivated
- Able to follow detailed standard operating procedures
- Flexible with respect to working hours (willing to work occasional evenings to contact participants unable to be contacted in typical working hours or support first sessions of groups)
- Willing and able to undertake initial training and ongoing CPD
- Excited about the prospect of working in a service that supports people with Type 2 diabetes, obesity/overweight and/or cardiovascular disease improve their health.

The following criteria are also desirable:

- Proficient in additional spoken languages e.g. Urdu, Punjabi, Bengali, Polish
- Knowledge of nutrition and/or Type 2 diabetes and/or cardiovascular disease
- Experience / knowledge of a health or care setting
- Experience of working with GP practices and / or dietetics
- Interest in taking on additional work as we grow the organisation and/or in delivering our programmes as a Coach.

To apply

Please email your CV and completed application form to people@momentanewcastle.com

Notes: Successful candidates will be required to complete an enhanced Disclosure & Barring Service check.

You can find out more about us [here](#), and our parent company Discover Momenta [here](#).