

Momenta Newcastle

Position: Health and Wellbeing Coordinator

Region: Somerset

Type: Permanent, full-time

Salary: £27,500

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 South 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 Coordinator. This role requires excellent verbal and written communication, flexible administration skills and the ability to prioritise and meet tight deadlines. You will be the first point of contact for our coaching team across all services; coordinating and supporting them to deliver programmes both in-person and virtually, answering any queries liaising with the Management team and supporting with on-going recruitment. You will also work with local venues across Somerset and the North East and North Cumbria to assess suitability and arrange bookings for the NHS Low Calorie Diet Programme (Diabetes Remission).

You will liaise with GP practices, community partners and other stakeholders, as well as supporting our Manager and Adviser teams with quality assurance processes, stock ordering, managing our NHS and Momenta Newcastle email communications and ensuring timely and accurate data handling and entry by our team of Coaches team,. We will train you in all relevant operational and organisational policies, processes and systems.

Your key responsibilities

Co-ordination of Venues & Coaches

- Supporting with Coach recruitment, screening, interviewing and collating new starter forms for successful candidates.
- Ensuring that Coaches attend the required training sessions.
- Ensure that Coaches are deployed to the correct venue and programme and are equipped to deliver their sessions.
- Ensure that records of participant attendance and associated data are captured accurately on Momenta Newcastle systems and are entered in a timely and secure manner.
- Ensure that external venues are appropriately sourced, taking into account participant location, cost and risk assessment, in consultation with the relevant Manager.
- Coordinating logistics of Coach Quality Assurance with Managers and Coaches.

Group Delivery

- Sessions will primarily be delivered by the Health & Wellbeing Coaches, however the Health and Wellbeing Coordinator will also be required to deliver and provide cover as required.
- Convey accurate and factual information in line with Momenta programme curriculum, training and supporting materials.
- Tailor delivery to meet participants' needs and learning styles.
- Capture required data and enter it in a timely and accurate manner.
- Create a constructive and confidential learning environment.

Referral Generation

- Support Managers to generate referrals by liaising with GP practices, primary care networks and others as required
- Support with co-ordinating and delivering programme promotion activities.

Administrative Tasks

- Database and spreadsheet management.
- Provide support to the Adviser team by:
 - Supporting the administration of the referral and booking procedures.
 - Communicating with participants, answering queries and promoting attendance and retention.

Customer Service

- Ensure that all enquiries or questions relating to the services of Momenta Newcastle are promptly responded to and/or communicated efficiently to other relevant individuals / teams

Miscellaneous

- Contribute to identifying and implementing service improvement in internal processes and programme delivery

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

- Based in the Somerset area
- Passionate about helping participants improve their health and wellbeing
- Confident, engaging and empathetic communication style, with experience working with people from diverse 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 and efficient with 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 / support coaches in evening delivery)
- 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:

- 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 organization.
- Proficient in additional spoken languages e.g. Urdu, Punjabi, Bengali, Polish

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](#).