

Wellness Coach Job Description

The Wellness Coach shall be a core member of the interdisciplinary Patient Centered Primary Care Team. The Wellness Coach provides support to both patients and the care team in helping to facilitate and empower patients to engage in their own health.

Accountabilities Include:

Performs Essential Job Duties

- Collaborate with patients and care teams to provide support and increase knowledge and understanding of health condition
- Work with patients to increase knowledge of health condition
- Assists patient in identifying primary “agenda” for their visits with care team members
- Ensures that the patient understands recommendations from team members using teach-back method.
- Assists patient in understanding goals related to team recommendations
- Supports focus on wellness promotion and provides education regarding preventative care measures in collaboration with the primary care team.
- Provides screening support in order to provide necessary data to appropriate care team members for referral and treatment (examples: SBIRT, PHQ)
- Instill confidence and support patient in engaging in self-management skills
- Skilled in utilizing motivational interviewing and ability to assess patient readiness to change
- Asks what they are willing and able to do and therefore actively engaging the patient in their care
- Utilize a trauma informed care practice of engagement with patients; for example, asking a patient, “What’s happened to you?” rather than, “What’s wrong with you?”
- Supports patient in participatory relationship with care team.
- Supports patient in identifying self-management goals and developing customized plan with care team including goals and plan of action
- Assists patient in identifying small steps toward goals (behavior change action plan)
- Encourages patient to participate in shared decision making with care team to enhance adherence to treatment plan and medications schedules.
- Works with patients and team to identify barriers to wellness
- Manages accountability and progress with patient in follow up phone calls, and with individual or group coaching sessions.
- Ensure patients receive the right services at the right time
- Supports patient and team in identifying and advocating for referral to additional services (internal or external)
- Coordinates and communicates care needs effectively with patient, service delivery partners, primary care team members to ensure holistic plan of care
- Determines and provides relevant community and/or health care resources that help support theory of change and effective and efficient utilization of health care
- Promotes and refers to wellness services as appropriate
- Refers patients to appropriate level of care for mental health services (assessment, diagnosis, treatment and medication management)
- Assists in referrals to substance abuse treatment
- Provide basic assist and intervention to a person at risk for suicide, or domestic violence and identify safety plan and refer to appropriate services
- Provide acute support to patients in crisis and refer to appropriate level of care.

- Completes required training designated on orientation checklist within 6 months of hire (i.e. motivational interviewing, trauma informed care, mental health first aide etc.)
- Annually completes mandatory and role-based competencies (refer to competency checklists)
- Engages in monthly group supervision with Behavioral Health Coordinator.
- Ensures clear concise documentation within in scope of practice and in alignment with organizational policies.
- Document activity using Enabling Services definitions and workflow
- Maintain Wellness Coach competencies
- Other duties as assigned.

Customer Service: Develops and maintains professional, support-oriented working relationships with patients, team members, and community partners. Demonstrates continuous improvement in achieving “developing” and “fully competent” levels of La Clinica’s Behavioral Standards.

Qualifications:

Must be able to interact with a variety of individuals at various levels under stressful circumstances while exercising sound judgement, tact, and diplomacy; work productively both independently and in a team setting; communicate with clarity, both verbally and in writing to groups and individuals.

Education and/or Experience:

Required:

- Minimum: High School Diploma
- Three to five years of experience in social services field
- Excellent interpersonal communication and problem-solving skills
- Skills to intervene and promote reconciliation, compromise and positive outcomes in difficult interactions
- Skilled at using electronic health records as applicable to area of work (EPIC, Wisdom)

Preferred:

- Bachelor’s degree in health education, nursing, health promotion, athletic training, nutrition, psychology, or social work.
- Certification in health coaching, alcohol and drug counseling, and/or other health care related certification.
- Basic knowledge of adult learning models

Language Skills:

Must have the ability to communicate with clarity, both verbally and in writing; read, analyze, and interpret complex documents, regulations, policies, and procedure manuals; and create professional business documents. Preferred English/Spanish.

Mathematical Skills:

Must have the ability to add, subtract, multiply, use percentages, fractions, decimals, interpret numeric graphs and apply basic algebra, geometry and statistics.

Reasoning Ability:

Must have the ability to:

- Understand confidential document security from a legal perspective
- Effectively deal with a variety of abstract and concrete variables

Physical Demands:

The physical demands described here are representative of those that must be met by a Wellness Coach to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable those with disabilities to perform the essential functions.

While performing the duties, the Wellness Coach is required to:

- Walking 30%
- Sitting 40%
- Standing 30%
- Sit for long periods of time
- Use hands to finger, handle, or feel; and talk or hear
- Frequently is required to stand, reach with hands and arms, and taste or smell
- Occasionally required to stoop, kneel, crouch, or crawl
- Must occasionally lift, and/or move light material (<10 lbs.)
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

Work Environment:

The work environment characteristics described here are representative of those a Wellness Coach encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable those with disabilities to perform the essential functions.

- Noise level in the work environment is moderately quiet. Wellness Coaches sit in a team-based environment.
- Located in a comfortable indoor area

Hazards:

- OSHA Category 3: Tasks that involve no exposure to blood, body fluids, tissues, or other potentially infectious materials and Category 1 tasks are not a requirement.

Other:

- Must have accessible phone service and maintain reliable transportation.

Employee Signature: _____

Date: _____

Job Title:	Wellness Coach		
Location:	As assigned	Department:	As Assigned
Reports To:	Assigned Site Director/Coordinator and Team Leader Clinical supervision provided by assigned Behavioral Health Clinician.	Dotted Line:	
FLSA Status:	Non-Exempt		
Directly Supervises:	No direct supervision	Indirectly Supervises:	
Prepared By:	Traci Fossen, RN, Chief Quality Officer	Prepared Date:	03/10/2016
Revised By:	Emma Mejia, HR Specialist	Revised Date:	03/15/2018
Approved By:	Bryce Waters, Human Resources Director	Approved Date:	06/19/2018