Job Description

Position:	Health and Work Coach
Department/Service:	Future Support – WorkWell Norfolk
Status:	Fixed-term contract until 31st March 2029, with extension subject to funding
Hours of Work:	Full Time - 37hrs per week, part-time roles considered (subject to Four Day Week scheme following 6-months in post, more info here)
Leave:	25 Days per annum plus Bank Holidays (pro rata for part-time posts)
Location:	Norwich, Breckland or North Norfolk, with travel across the relevant locality
Salary:	c.£28,500
Application Deadline:	Wednesday 4th November 2026
Interview Date:	Monday 9th November 2026

Vision statement:

Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.

Purpose: The Health and Work Coach will support people whose health conditions or disabilities are affecting their ability to stay in work, return after sickness absence or move towards suitable employment. The role will provide personalised, practical support to help people manage health-related barriers to employment and prevent prolonged sickness absence or economic inactivity.

You will manage a caseload of participants, building trusted relationships, completing holistic assessments and developing Personalised Care Plans. Through regular one-to-one coaching, you will help participants identify and achieve their goals, coordinating support from health services, employers, employment programmes and community organisations.

You will work closely with employers, where participants consent, to explore reasonable adjustments and support sustainable employment. This is a non-clinical role, working alongside WorkWell's clinical and specialist professionals to ensure participants receive the right support at the right time.

Context: WorkWell is a national early-intervention work and health programme, jointly led by the Department for Work and Pensions and Department of Health and Social Care. In Norfolk, the service is commissioned by NHS Norfolk and Suffolk Integrated Care Board and delivered through a partnership led by Future Projects.

Future Projects directly delivers WorkWell across Norwich, Breckland and North Norfolk, alongside our established Connect to Work employment support programme. Our delivery partners are Action Community Enterprises CIC, covering Great Yarmouth and South Norfolk and Broadland, and Community Action Norfolk, covering King's Lynn and West Norfolk.

WorkWell brings together community-based Health and Work Coaches, clinical professionals, employers and specialist organisations to address health, employment and wider barriers through coordinated, person-centred support.

Coaches work within local communities, developing strong relationships with GP practices, health services, employers and voluntary sector partners. They are supported by local Team Leads, a central Single Point of Access, a multidisciplinary clinical team and specialist partners offering additional expertise in areas including mental health, musculoskeletal conditions, disability, neurodiversity and workplace adjustments.

Key Deliverables include:

1. Assess participants' needs and deliver personalised work and health coaching.
2. Help participants remain in work, return after sickness absence or progress towards suitable employment.
3. Build effective employer and partner relationships to coordinate support and workplace adjustments
4. Maintain safe, effective case management and meet agreed quality and performance standards.
5. Develop local networks, improve access to services and contribute to continuous improvement.

Person Specification: You will be an approachable, empathetic and well-organised person who enjoys helping others overcome challenges and achieve their goals. You will be confident building trusting relationships with people from different backgrounds, providing practical one-to-one support and working collaboratively with employers, health professionals and community organisations. You will be able to manage your own caseload, use initiative and recognise when someone needs additional or specialist support.

Essential criteria include:

- Experience supporting people one-to-one through coaching, advice, guidance or other support services.
- Strong communication and listening skills, with the ability to build trust and positive relationships with people from diverse backgrounds.
- A person-centred, empathetic and non-judgemental approach, recognising individual strengths, circumstances and needs.
- Good organisational and time management skills, with the ability to manage a varied caseload, prioritise work and maintain regular contact with participants.
- Ability to work independently and collaboratively with colleagues, employers and partner organisations.
- Good IT skills, including accurate record keeping, data management and report writing.
- Confidence discussing health, wellbeing and employment, with an understanding of professional boundaries and when to seek advice or escalate concerns.
- A willingness to develop knowledge of work and health support, safeguarding, equality and relevant services and procedures.
- Ability to travel regularly across the relevant Norfolk locality.

Strong applications will evidence the following:

- Experience managing caseloads and working towards agreed targets or outcomes.
- Experience in employment support, health and wellbeing, advice, coaching or community services.
- Knowledge of local health, employment, skills and community support services.
- Experience engaging employers or supporting workplace adjustments and return-to-work arrangements.
- Knowledge of how health conditions or disabilities can affect employment, including relevant employment rights and reasonable adjustments.

- Training or qualifications in coaching, motivational interviewing or related approaches.
- Experience facilitating group activities or workshops.
- Relevant lived experience that strengthens understanding of participants' circumstances and barriers.

About Future Projects:

Future Projects is a charity founded in 2000 by two volunteers who had become increasingly frustrated by the social exclusion, poverty and lack of support available in their local community. They recognised that the issues people faced on their Norwich housing estate - one of the most deprived in the UK - could not be resolved by addressing one problem at a time in isolation.

They worked with the local community to understand its needs and ambitions and developed projects in youth work, education, media and advice. Today, we help people in difficult situations build on their strengths and capabilities and develop the skills, confidence and resilience to take control and transform their lives. We do this through practical support and opportunities spanning food and essentials, community support, health and wellbeing, employment, education, learning and skills, and community connection, voice and belonging.

Our current projects and services are organised in three distinct departments:

Detailed duties and responsibilities:

Key Deliverable 1) Assess participants' needs and deliver personalised work and health coaching.

- Manage a varied caseload, normally around 20–25 live participants per full-time Coach, depending on participant needs and service demand.
- Complete evidence-based, person-centred holistic assessments covering health, work, skills and wider circumstances, and co-produce Personalised Care Plans with clear goals.
- Provide regular, reliable one-to-one coaching, helping participants set achievable goals, review progress and adapt plans as their circumstances change.
- Coordinate access to appropriate clinical, community, employment, skills and specialist support through warm handovers and supported introductions.

Key Deliverable 2) Help participants remain in work, return after sickness absence or progress towards suitable employment.

- Help participants understand how their health or disability affects work and identify practical steps to remain in, return to or move towards suitable employment.
- Support stay-in-work and return-to-work plans, including preparation for employer conversations, reasonable adjustments, phased returns and changes to duties.
- Provide appropriate employment coaching, including confidence building, career guidance, CVs, job searching, interview preparation and access to skills or training.
- Where longer-term employment support is required, coordinate a smooth handover to Connect to Work or other appropriate provision.

Key Deliverable 3) Build effective employer and partner relationships to coordinate support and workplace adjustments.

- With participants' consent, engage constructively with employers to identify practical workplace solutions that promote sustainable employment.
- Build effective relationships with GP practices, social prescribing services, health teams, voluntary and community organisations, Jobcentre Plus, skills providers, employers and other local partners.
- Work with WorkWell's clinical and specialist professionals where additional expertise in health, disability, neurodiversity, employment or workplace adjustments is required.
- Contribute to local case discussions, partnership activities and service promotion as required.

Key Deliverable 4) Maintain safe, effective case management and meet agreed quality and performance standards.

- Maintain accurate, timely and confidential participant records, including required WorkWell monitoring information and outcome measures.
- Recognise safeguarding concerns, health risks and issues beyond the boundaries of the role, escalating promptly through agreed procedures and clinical pathways.
- Work towards agreed service standards, performance targets and outcomes while maintaining person-centred, strengths-based and high-quality support.

- Participate in supervision, reflective practice, mandatory training, service evaluation and continuous improvement activities.

Key Deliverable 5) Develop local networks, improve access to services and contribute to continuous improvement.

- Develop and maintain knowledge of local health, wellbeing, employment, skills and community services to help participants access the right support at the right time.
- Identify gaps in provision, barriers to accessing support and emerging participant needs, sharing learning to improve WorkWell delivery.
- Promote equality, inclusion, accessibility and Making Every Contact Count in everyday practice.

Other duties and responsibilities

- Work flexibly across community, office, employer and remote settings according to participant and service needs.
- Comply with Future Projects' policies and shared WorkWell requirements for safeguarding, information governance, confidentiality, equality and health and safety.
- Undertake other reasonable duties consistent with the purpose and level of the role.

This Job Description is intended to provide a broad outline of the main duties and responsibilities only. It is not exhaustive and is subject to review in conjunction with the postholder and according to future changes or developments in the charity and its services.

Job environment: This is a community-based role requiring regular travel across the assigned locality of Norwich, Breckland or North Norfolk. Delivery will take place in community venues, GP practices and other health settings, employer premises, partner organisations and Future Projects offices, with some remote working as appropriate. The role forms part of Future Projects' WorkWell team, working closely with our Connect to Work service and the wider Norfolk WorkWell partnership. Flexibility may be required to meet participant and service needs, including occasional evening or weekend work.

Supervision: The postholder will report to the Work Well Team Lead and receive regular supervision, case reviews, performance reviews and support sessions, in line with Future Projects' procedures and WorkWell service requirements.

Line Management Responsibility: The post has no line management responsibility.

Health and Safety/Safeguarding: The postholder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection and safeguarding adults and children. This includes following lone-working procedures, maintaining professional boundaries and recognising and escalating safeguarding concerns, health risks or clinical issues through agreed WorkWell pathways.

Future Projects is committed to safeguarding children and at-risk adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

Future Projects will provide induction and training, including Health and Safety, Safeguarding and required WorkWell training, including appropriate autism and learning disability training. All employees must complete training and refreshers as directed.

Equalities: The postholder must actively support and promote equity, diversity, inclusion and belonging. In this role, that includes ensuring service systems, data and evaluation approaches are accessible and inclusive; identifying differences in reach, experience or outcomes; and supporting leaders to remove barriers and make reasonable adjustments.

Future Projects is an equal opportunities employer, a Living Wage employer and a Disability Confident employer; more information is available on request.

Pre-employment checks: Appointment is subject to satisfactory checks completed before start, including proof of identity and right to work in the UK, two references including the current or most recent manager, verification of stated qualifications or experience and any DBS check appropriate to the duties of the role. Employment gaps will be discussed at interview. A criminal record does not automatically bar appointment; decisions are made case by case in line with legislation.

Applicant instructions:

- Complete the application form in full. Explain any gaps in employment; incomplete applications may not be shortlisted.

- Locality preferences. Please indicate whether you wish to be considered for Norwich, Breckland, North Norfolk or more than one locality.

- Tailor your answers. Use the person specification and key deliverables to structure your application, using clear and outcome-focused examples where appropriate.

- References. Provide two referees, one of whom must be your current or most recent line manager. We will not contact referees without your consent or before interview or outcome.

- Reasonable adjustments. Tell us if you need adjustments for the application or interview; we are happy to help.

- Submission. Follow the advert instructions for the deadline, submission route and file format. CVs are not accepted without a completed application form unless the advert states otherwise.

- Selection process. Shortlisted candidates will be invited to a joint WorkWell Norfolk selection day, involving an interview and practical or scenario-based assessment. Representatives from WorkWell partner organisations may participate in the selection process. Future Projects will make final recruitment decisions for its own vacancies.

- Data. We will handle your information in line with our recruitment privacy notice and data-protection requirements.