

## Position description



Remote



Full time

### About Better Health Company

At Better Health Company our mission is simple: to help people live long, happy, healthy lives.

With over 15 years of experience in health promotion, we work towards achieving our mission by designing and delivering health programs and training to help Australians achieve better health. We are driven by the belief that everyone should have access to better health. We understand the challenges of navigating confusing health advice, and we're here to make trustworthy information accessible to everyone.

Committed to inclusivity, we partner with government funders to extend our reach to individuals who need our support the most including those from low SES backgrounds, Aboriginal and Torres Strait Islander communities, and NDIS participants. Additionally, we offer publicly available products and services so accessible, credible resources are there for anyone striving for better health.

### About the role

Do you want to build a career helping Australians achieve better health? Do you want to join a passionate, tight-knit, high impact team of health professionals?

Better Health Company are on the hunt for an amazing Health Coach to deliver telephone-based appointments to adults participating in the Better Health Coaching Service. As a Health Coach, you will play a pivotal role in delivering a holistic health service to those that are in most need of health and wellbeing support.

To ensure we find the perfect fit, this role is a full-time fully remote role based anywhere within Australia! Better Health Company promotes a healthy work-life balance and working hours are flexible however a minimum of two evenings per week (until 9pm) will be required of the successful candidate.

## Qualifications & Experience

- A tertiary level qualification in a relevant allied health field e.g. Dietitian, Exercise Physiology, Physiotherapist, Psychology, Nursing etc.
- National accreditation through peak regulatory body in relevant allied health field (e.g. APHRA, Dietitians Australia or equivalent).
- HCANZA approved health coaching certificate (highly desirable).
- Experience in delivering telephone-based health coaching to individuals participating in healthy lifestyle programs or similar.
- At least 3 years of client consultation experience.
- Experience supporting clients living with chronic conditions.
- Demonstrated proficiency in evaluating and managing risk factors associated with chronic diseases, encompassing strategies such as minimising alcohol consumption, implementing dietary adjustments, and promoting physical activity.
- Experience working with culturally and linguistically diverse participants (highly desirable).
- Demonstration of best practice data collection, handling and documentation of confidential health information.
- Experience working in fast-paced environments with individual key performance indicators.

**Successful applicants will be required to attain a Working With Children's Check and National Police Check.**

## Skills & Attributes

- Empathetic and compassionate in personal coaching approach.
- Ability to quickly build trust and rapport with participants of a diverse range of ages, backgrounds and health literacies.
- Ability to work effectively both autonomously and as part of a team (remote and in-person).
- Effective motivational interviewing and active listening techniques.
- Works effectively in a fast-paced environment and confident managing high call volumes.
- Highly attentive and organised with ability to maintain clear and accurate records.
- Excellent written and verbal communication including a professional and friendly telephone manner.
- Share and uphold Better Health Company's values and core beliefs.

## Responsibilities

- Apply your expertise in a relevant allied health field to conduct engaging health coaching calls with clients enrolled in the Better Health Coaching Service.
- Lead insightful initial appointments, fostering a foundation for a collaborative and supportive coaching relationship.
- Conduct thorough review appointments, ensuring ongoing progress and addressing any evolving health and wellbeing needs of clients.
- Apply motivational interviewing techniques to empower clients, assisting them in pinpointing crucial behaviour change objectives and implementing successful strategies to enhance overall health.
- Collaborate with clients to establish health and wellbeing goals that are not only realistic for the individual but also align with their comprehensive health and wellbeing needs.
- Independently manage the scheduling of coaching appointments and effectively handle a dedicated client caseload, while ensuring personalised attention and support is provided to each client.
- Actively participate in quality assurance assessments and engage in continuous improvement activities to enhance practice.
- Contribute to the development of health-related resources to support participants engaging in Better Health Company programs and services.
- Assisting with additional tasks across various areas of the business as required, showcasing adaptability and commitment to the overall success of Better Health Company.

### **If this sounds like the perfect role for you then apply now!**

Please submit your resume and cover letter addressing the essential criteria. Applications will only be accepted via Seek or our website <https://betterhealthcompany.org/>

Due to the high volume of applications, we will only be contacting candidates that are shortlisted. For additional information, please visit our website <https://betterhealthcompany.org/>

Better Health Company is an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion. Aboriginal and Torres Strait Islander people are encouraged to apply.