Job Title: Wellbeing Coach

Job Location: Salisbury

Accountable to: Senior Wellbeing and Inclusion Manager

Hours of Work: 30 hours per week, worked flexibly to meet service needs, including some evening and weekend working where required.

Fixed Term Contract for 12 months.

Grade H

JOB ROLE SUMMARY

The Wellbeing Coach delivers person-centred, trauma-informed wellbeing support to residents across services in the Salisbury area, helping individuals build confidence, independence, and improved emotional and social wellbeing. The role has a clear link to Alabaré's Veterans provision, ensuring wellbeing support is shaped around the Veterans service offer and tailored to individual need. The post provides both direct resident support and coaching to residential staff teams, supporting consistent wellbeing-focused practice across local services. The postholder works as part of the wider wellbeing team and contributes to a holistic offer that strengthens protective factors, increases engagement and supports progression.

RESPONSIBILITIES

Service Delivery & Resident Support

The postholder will deliver high-quality, person-centred wellbeing support to residents across the Salisbury area, working both one-to-one and in group settings. This will include supporting individuals to develop confidence, independence and practical life skills such as emotional regulation, routine, budgeting and healthy living. Where residents are Veterans, the Wellbeing Coach will work in a way that complements and strengthens the Veterans service offer, ensuring support is specific to individual needs and goals. The role requires building positive, trusting and professional relationships with residents, enabling engagement from individuals who may have experienced trauma, exclusion or disengagement from services. The Wellbeing Coach will proactively identify barriers to engagement and use flexible, creative approaches to ensure support is accessible and meaningful for all residents.

Wellbeing Activities & Engagement

The Wellbeing Coach will lead the delivery of structured and informal wellbeing activities aligned to Alabaré's organisational approach, focusing on improving emotional, social and practical outcomes. Activities will be designed to increase confidence, reduce isolation and promote independence. The postholder will actively involve residents in shaping, developing and reviewing activities, embedding co-production and ensuring the wellbeing offer remains relevant and responsive to need. The role will work closely with chaplaincy and wider teams to support a holistic approach to wellbeing that reflects emotional, social and spiritual needs where appropriate. In this context, spirituality is understood as an integral part of human experience, which may include finding meaning and purpose, living out personal values, expressing creativity, building loving and respectful relationships, and making sense of life's challenges. For some people this may be expressed through religious belief or practice, such as prayer or faith in a higher power; for others it may be expressed in non-religious ways, such as reflection, meditation, connection, creativity or personal values. The role should support residents in ways that are inclusive and respectful of people of all faiths and of no faith.

Coaching & Supporting Residential Staff

A key part of the role is working alongside residential support staff to model and embed effective, trauma-informed and strengths-based approaches within day-to-day practice. The Wellbeing Coach will provide informal coaching, guidance and practical support to staff teams, helping to build confidence in delivering wellbeing-focused, person-centred support. This includes supporting staff to better engage residents, maintain consistent approaches and integrate wellbeing into daily interactions. The postholder will contribute to a culture of reflective practice by sharing learning, good practice and insight, and will identify themes, challenges and development needs, escalating these to the Senior Wellbeing and Inclusion Manager to inform training and service development. This function is central to improving consistency and reducing variation in practice across services.

Partnership & Community Engagement

The postholder will support the development of strong local links across the Salisbury area, working with health services, community organisations, education providers and other partners to expand opportunities available to residents. They will support residents to access external services, training and activities, helping

to build independence and sustained engagement beyond Alabaré services. The Wellbeing Coach will contribute to strengthening local partnership working, ensuring services are connected, responsive and aligned to wider community provision.

Safeguarding, Risk & Professional Practice

The Wellbeing Coach will ensure all work is delivered in line with safeguarding policies, health and safety requirements and organisational procedures. The postholder will maintain a clear awareness of risk, recognising and responding appropriately to changes in resident wellbeing, including escalating concerns where required. Maintaining professional boundaries is essential, as is working in a way that promotes dignity, respect and safety for all residents.

Recording, Outcomes & Quality

The postholder will maintain accurate and timely records of resident engagement, participation and outcomes in line with organisational systems and expectations. They will contribute to the collection and use of data to evidence impact and inform service development, supporting a culture of continuous improvement. The role will ensure that wellbeing activity contributes to clear, measurable outcomes for residents and supports organisational assurance.

Other

To foster the Mission, Vision, Values and Christian ethos of Alabaré in a responsible and positive way on all occasions.

Work towards the outcomes outlined in the Charity's Strategy for Growth and Resilience 2025–30.

To be committed to safeguarding children and young people and vulnerable adults in line with Alabaré policies and local safeguarding guidance.

We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

To adhere to the list of general duties contained within the staff handbook.

Name……

Signed ……

Date……

PERSON SPECIFICATION

Wellbeing Coach (Veterans Salisbury)

Category	Criteria	E/D	Assessment
Qualifications & Training	Good standard of literacy and numeracy	E	A
Qualifications & Training	Relevant qualification (or working towards) in health, social care, wellbeing or related field	D	A
Experience	Supporting vulnerable adults/people with complex needs using trauma-informed, person-centred approaches (incl. engaging people who may be reluctant/hard to reach)	E	A/I
Experience	Experience/understanding of working with Veterans; able to tailor wellbeing support around the Veterans service offer and individual needs	E	A/I
Experience	Delivering 1:1 and group-based wellbeing/life skills activity; motivating participation and building confidence/independence	E	A/I
Experience	Working in supported housing/community settings and/or with partner agencies (health, community, voluntary sector)	D	A/I
Knowledge	Wellbeing/recovery approaches; trauma-informed practice or psychologically informed environments (PIE)	E	A/I
Knowledge	Safeguarding, risk awareness and maintaining professional boundaries	E	A/I
Skills & Abilities	Relationship-building and communication; able to work independently and with teams across services	E	I
Skills & Abilities	Model good practice and provide informal coaching/guidance to staff teams	E	I
Skills & Abilities	Organised and accurate record-keeping; evidence engagement/outcomes using required systems	E	A/I
Values & Behaviours	Compassionate, non-judgemental and inclusive; committed to reflective practice and learning	E	I
Values &	Ability to work in a way that reflects	E	I

Behaviours	Alabaré's mission, values and Christian ethos.		
Other Requirements	Flexible working incl. occasional evenings/weekends; travel across Wiltshire and beyond as required	E	A/I
Other Requirements	Commitment to safeguarding; willing to undergo Enhanced DBS	E	A