

COACHING FOR HEALTH VOLUNTEER ROLE DESCRIPTION

Coaching for Health volunteers bring commitment, creativity, tenacity, and humility to their work with clients. As members of a volunteer community, they continuously reflect on their work and help develop the Coaching for Health program to achieve greater impact.

VOLUNTEER COACH ROLE

Volunteer coaches assist individuals who live with chronic pain to learn self-management skills, regain function, and improve their wellbeing by providing telephone or video coaching services.

RESPONSIBILITIES:

- Use coaching tools and methods to empower clients to successfully self-manage; support clients to make meaningful changes for their health
- Demonstrate increasingly skilled use of coaching competencies and coaching tools
- Interact with clients, volunteers and staff in a respectful and empowering manner
- Adhere to provincial standards with regards to client confidentiality and privacy; Follow the program's confidentiality policy
- Participate in skill-development training and skill-monitoring as required
- Consult and debrief with staff regarding challenging interactions
- Be alert to limitations of coaching service and know when to stop coaching and refer a case to the Program Manager
- Document client and coach interactions in a timely manner using database
- Participate in other Pain BC, events and workshops as required and/or desired

BENEFITS:

- Personal growth and facility in one's own self-management
- Gain coaching experience empowering individuals who deal with chronic pain to make positive changes to their lives
- Contribute to making a significant impact on the health outcomes of individuals and families
- Develop skills (i.e. coaching, communication and interpersonal skills, impacts/dynamics of chronic pain)

- Ongoing training tied to hours of service at an accredited institute that could lead to a new career path and a professional coaching certification (ACC level)
- Obtain a reference letter for academic or employment purposes after satisfactory completion of commitment
- Experience opportunities for networking with health care and social service providers and organizations

MINIMUM TIME COMMITMENT:

- Attendance at an interview
- Completion of 30+ hours of training, including home/online preparation and a minimum of four feedback meetings with a more experienced volunteer or staff
- 100 hours of shifts (approximately 4 hours per week) over eight to twelve months
- Attendance at a majority of training/reflection sessions held six times per year

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- An understanding of the impact/dynamics of chronic pain on well-being or personal experience of chronic pain, including successfully using self-management strategies to return to function
- Reliability, non-judgmental attitude, openness to learn, share and receive feedback, and commitment to supporting individuals and families from all backgrounds and cultures achieve better health outcomes
- Ability to recognize the need for support and direction
- Proficiency speaking and writing English; a second language is an asset
- Computer competence, access to secure email, access to a private phone line or personal video conferencing services (e.g. FaceTime, Skype, Zoom)

SUPERVISION:

- Volunteers must be comfortable working independently
- The Program Manager will always be available via telephone or video
- Volunteers will be in regular contact with Program Manager for supervision and reflection