



# Example of Wellness Coach Job Description

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Our company is growing rapidly and is looking for a wellness coach. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for wellness coach

- Identify member's acceptance and readiness to change and offer coaching strategies to motivate members to change behavior to reach Wellness Vision and goals
- Coach members regarding self management skills and brainstorm strategies to facilitate lifestyle modifications and behavior change with the goal to minimize health care risks and improve self efficacy
- Support members as they seek healthcare services, including providing support coordinating care, helping the member establish a connection with appropriate program or service (internal BCBSMA health management programs community and online workshops and programs)
- Interview members using risk assessment tools to identify knowledge deficits, health and psychosocial needs, and opportunities to improve self management strategies
- Collaborate with members as needed regarding various disease processes, self management and self maintenance skills and ways to facilitate lifestyle modifications and behavior change with the goal to minimize health care risks and empower self advocacy
- Provides on-line resources (via paper or email) to BCBSMA website and other reputable/approved sites to increase member knowledge and self-sufficiency
- Works within established guidelines to facilitate referrals to other Programs or areas of BCBSMA that can best support member needs
- Is responsible for maintaining established productivity metrics for hours worked
- Utilizes call center technology to be available for inbound calls by logging

- Maintains active caseload, utilizing tools and essential data elements (assessments) to insure that reporting is accurate

### **Qualifications for wellness coach**

- Communication and instructional skills to relate and teach application of concepts
- Knowledge of team building concepts, skills and philosophies
- Ability to plan, implement and build strong team characteristics
- Must have current valid driver's license with a record of safe driving
- Current license/certification in exercise physiology, dietetics, health education, or health promotion/wellness
- Three years of experience in a health field