KHL Healthy Living

01535 677177

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www.khl.org.uk

Candidate Information Pack: Project Coordinator (Rethinking Pain)







Scan or follow link to complete our application form:

Application for employment with Keighley Healthy Living - Project Coordinator – Fill in form

RETHINKING PAIN COMMUNITY-BASED PAIN SUPPORT · Mental Health Connect. · Healthy Communities · Maternity, Young Parents & Families · BLOOD PRESSURE CONNECT

Keighley Healthy Living
13 Scott Street, Keighley, BD21 2JH

About KHL

KHL is a charity that provides inclusive opportunities to improve the physical and mental health and wellbeing of people living in our local community. We are proud to be rooted in the heart of Keighley, West Yorkshire and our centre offers a friendly, welcoming and accessible space for personal growth and building connections.

We deliver a wide range of projects across Keighley and the wider Bradford district, shaped by local health and social priorities. Our weekly timetable provides over 40 groups and classes, alongside personalised health and wellbeing coaching, one-to-one support, and signposting to local services.

We use local health data to create and deliver initiatives to meet the needs of the local community and to work towards achieving sustained change. We listen and understand the challenges our communities face, and build on their strengths to create meaningful impact.

Alongside our day-to-day delivery of activities, we work in partnership with a variety of other organisations, including local authorities, GP practices, NHS services and charities.

We aim to...

- Improve physical and mental health and wellbeing
- Reduce social isolation and loneliness
- Facilitate a strong integrated community
- Address health inequalities by working collaboratively
- Support and advocate for an integrated health system

Our vision

Building healthier and stronger communities together.

Our values

KHL are understanding

We care about those around us and can empathise.

KHL are flexible

We adapt to those around us to make an impact on people's lives.

KHL think creatively

We innovate and progress with originality.

KHL work with others

We collaborate to create networks and broaden opportunities for all.

KHL put people first

People and the community make up the heart of KHL. We are open and accessible to all.







About the Rethinking Pain project

Rethinking Pain is a community-based service for adults living with long-term pain in the Bradford and Craven area. The Rethinking pain team work one-to-one and in groups to connect people living with persistent pain to appropriate pain information, including education, support and community-based activities.

Our approach is designed to support people's physical, mental, social and environmental needs. While understanding the individual's preferences and circumstances, to help them manage their pain better day-to-day, with potential to improve their quality of life.

As the Project Coordinator, you will play a key role in shaping and driving this work forward, linking clinical and community care. You'll work with a dedicated team, strengthen partnerships, ensure high-quality delivery, and help transform how people manage persistent pain.

If you're an organised, compassionate leader who thrives in community settings and wants to contribute to an innovative, person-centred project, we'd love to hear from you.







Job Title: Project Coordinator (Rethinking Pain)

Hours of work:	28 to 35 hours per week Monday to Friday
Salary:	£31,537 - £33,699
Responsible to:	Head of Programmes - Integrated Health
Responsible for:	Rethinking Pain team
Holiday entitlement:	36 days per annum pro-rata including 8 bank holidays
Location:	13 Scott Street, Keighley, BD21 2JH
Closing date:	12pm Wednesday 9 December
Interviews:	Thursday 17 December
Start date:	As soon as possible

Job Purpose

The Project Co-ordinator plays a key role in ensuring the effective day-to-day delivery of KHL programmes including Rethinking Pain, and other health related projects in the integrated health portfolio. The role includes coordinating staff and resources, overseeing education sessions, supporting quality assurance, and using data to inform service improvements.

Key Objectives of the Post

- Coordinate the day to day delivery of Rethinking Pain and other health related projects, ensuring effective planning, scheduling and staffing
- Support the day-to-day running of the programme, ensuring smooth and efficient operations
- Act as a key point of contact for the delivery team, responding to queries and supporting problem-solving
- Manage the internal database to ensure it is up to date and provides useful information to signpost service users to support across the district.
- To work as a part of a multi-disciplinary team to ensure service users needs are met
- Support health coaches by facilitating patient referrals to diverse community resources tailored to individual pain management needs
- To utilise local and national materials to promote ongoing self-care methods
- Support induction, onboarding and ongoing development of Health Coaches
- Provide day-to-day operational support to staff, including handling complex queries
- Oversee volunteers, students and sessional staff to ensure high-quality delivery
- To work with the Communications team to promote resources and impact of the Rethinking Pain programme on the website.
- Responsible for day to day supporting a team of Health Coaches to deliver high quality efficient coaching
- Be escalation point for safeguarding, operational issues and service risks and following the correct procedures to report, record to resolution.
- Reviewing and monitoring calls of health coaches and providing feedback to ensure we are meeting the required standards and adhering to processes

Key Objectives (continued)

- Supporting the Health Coaches with complex queries
- Lead on or support events (and external presentations) as requested.
- Actively participate in team meetings and partner meetings and training as required
- To carry out such other appropriate tasks, as required to meet the aims and objectives of the programme and KHL organisation as directed by Head of Integrated Health and CEO of KHL
- Contribute to organisational strategy of Keighley Healthy Living (KHL) and future service development

Quality Assurance and Performance

- Responsible for bringing forward operational issues or system improvements required for effective running of the programme in relation to patient records and data.
- Responsible for monitoring effectiveness of patient contacts and monitoring and reporting to the Project Development Manager monthly and helping to implement any required working practices which arise from this.
- Work with the Head of Integrated Health to identify and support the training needs of the Rethinking Pain team and other projects.
- Ensuring adult education components of the RP programme are delivered to the required standard and meet expectations across community settings where it is delivered in across Bradford District & Craven.

Data, Monitoring and Service Improvement

- Oversee delivery partners to ensure compliance with KPIs, quality standards, and SLAs, raising concerns with the Head of Integrated Health.
- Analyse data impact, ensuring community relevance and contractual compliance, reporting findings to the Head of Integrated Health.
- Analyse and interpret data, providing feedback on outcomes and best practices.
- Support reporting requirements and contribute to monitoring and evaluation
- Drive the development of service improvements through specific "task and finish" projects on planned activities
- Analyse referrals and assess support needs and service gaps, using data intelligence to inform strategic decisions and improve service delivery.
- To collect, collate and maintain data using a range of platforms including SystmOne and Upshot data base.

Partnership Working and Engagement

- Maintain effective relationships with GP Service, external partners, colleagues and community organisations.
- Support effective referral pathways into community-based activity and support services
- Work collaboratively across KHL teams to maximise programme impact
- Oversight of delivery of education workshops to ensure smooth running and meeting specification requirements

Governance & Safeguarding

- Act as an escalation point for safeguarding and operational issues and service risks
- Ensure all work complies with KHL policies including safeguarding, data protection and health & safety, confidentiality
- Promote equality, diversity and inclusion in all aspects of the role.

Special working conditions

- Travel around the Bradford District and when required to regional and national locations
- Occasional working of early evenings and weekends

This is not a final and complete statement of the duties attached to this post which may need to be amended from time to time in accordance with the changing needs of the organisation. KHL expect all staff to have a can-do attitude/employ a hands-on approach in terms of the centre and its projects, which from time to time may mean stepping in to help wherever help is needed. You will be asked about your ability to do this at interview.







Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Qualifications	• GCSEs (or equivalent) in English and Maths at grade C/4 or above. • Experience in administration, coordination or operations support.	• A relevant qualification in community development, project management or a related field. • Work or volunteering experience in a non-profit, social enterprise or community organisation.	Application form
Specialist Knowledge/ Experience	• Experience coordinating a health, wellbeing or community programme, including scheduling activities and organising staff and resources. • Experience in providing daily operation support to team members including induction, responding to queries and identifying development needs. • Experience maintaining accurate records, monitoring activity and outcomes, and contributing to reports and service improvements. • Experience working with external partners and supporting community referrals or signposting. • Understanding of safeguarding, confidentiality, data protection, health and safety, and equality, diversity and inclusion.	• Experience supporting service users with complex needs and escalating safeguarding concerns. • Experience supporting people with persistent pain or other long-term conditions to manage their health. • Experience using SystmOne, Upshot or similar record and monitoring systems. • Experience coordinating community education workshops and monitoring delivery against quality standards, KPIs or service-level agreements. • Knowledge of health and community services across Bradford District & Craven.	Application form/ interview
Practical & Intellectual Skills	• Strong planning and organisational skills, with the ability to prioritise competing demands.	• Ability to interpret referral, activity and outcome data to identify gaps and recommend improvements.	Application form/ interview

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Practical & Intellectual Skills	• Clear verbal and written communication, including handling complex queries and giving constructive feedback. • Ability to maintain databases and accurate digital records. • Ability to build effective relationships across multidisciplinary teams and community partnerships.	• Sound problem-solving and judgement, including recognising safeguarding concerns and service risks.	Application form/ interview
Disposition, Attitude, Judgement	• An empathetic, respectful and non-judgemental approach to people with pain and other health challenges. • Commitment to person-centred support, self-management, equality, diversity and inclusion. • An approachable, collaborative manner and confidence to provide constructive challenge. • A calm, flexible and solution-focused approach to changing priorities and complex issues. • Commitment to service quality, reflective practice and continuous improvement.	• An enabling approach that builds staff confidence and supports learning. • A proactive approach to seeking and using service-user and partner feedback.	Application form/ interview
Other	• Willingness to undertake a basic Disclosure and Barring Service (DBS) check • Ability to travel around the area in accordance with work requirements • Flexible approach to working hours (including occasional evenings and weekends) • Must be eligible to work in the UK	• Willingness to support wider KHL health projects and service development.	Application form/ interview

Additional information

Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995:
Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by KHL. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

Health & Safety:
Work within and implement the Health and Safety Policy and Procedures of KHL having regard to the duty of care to avoid injury to yourself and others. The post holder will take all reasonable steps to ensure the safety of volunteers and service users and will liaise with the Board of Trustees on issues affecting health and safety.

Equal Opportunities:
Work within and implement the Equal Opportunities Policy and Procedures of KHL.

Confidentiality:
Ensure that information relating to participants remains confidential in line with KHL's Confidentiality Policy.

Environmental Responsibility:
All post holders are required to carry out their duties in line with the Environmental Policy of KHL

Safeguarding:
To report any safeguarding issues to a KHL safeguarding lead as soon as is possible and in line with the KHL Safeguarding Adults Policy and the KHL Child Protection and Safeguarding Children's Policy. To complete or provide a DBS check (Disclosure and Barring Service, formally called CRB) in line with the DBS regulation.

How to apply...

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