



## JOB DESCRIPTION

<b>POSITION:</b> Health & Wellness Coach (Bilingual)		<b>REVISION DATE:</b> 05/2023
<b>DEPARTMENT:</b> Quitline		<b>REPORTS TO:</b> Director of Quitline
<b>SUPERVISORY RESPONSIBILITY:</b> None	<b>FLSA STATUS:</b> Non-Exempt	<b>SECURITY LEVEL:</b> High

### POSITION SUMMARY:

The Health & Wellness Coach (Bilingual) should be prepared to engage in telephonic or web-based tobacco cessation coaching for tobacco users accessing the tobacco quitline. Coach will use both Spanish and English languages. Specific duties and responsibilities include documentation of each call and/or failed attempt in the case management application, logging messages left on the after-hours line, providing ongoing coaching on designated calls as appropriate and keeping abreast of the most recent developments in the tobacco cessation treatment methods and techniques. The Coach must be flexible in time scheduling, understanding that schedules may be adjusted dependent upon incoming call activity. Note: Hours of operation include weekends and designated holidays.

### ESSENTIAL FUNCTIONS:

- Provide ongoing tobacco cessation coaching to callers eligible for this service.
- Provide appropriate contact information (as needed) for local cessation treatment programs, local healthcare providers/clinics, and local behavioral health resources.
- Follow best practices in tobacco cessation coaching as recommended by credentialing organizations (i.e., NAADAC).
- Participate in continuing educational training offered by approved sources to keep up with the most recent tobacco cessation information.
- Complete the Tobacco Treatment Specialist training and is recommended to complete certification requirements.
- Participate in presentations and/or exhibits when scheduled (travel may be required).
- Participate in ongoing pilot projects and special programs as assigned in the growth of the department.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Must be fluent in verbal and written Spanish.
- Technical Competencies – basic writing skills; good verbal and listening skills; basic word processing skills
- Must have basic typing/data entry skills; organizational and planning skills
- Intellectual Competencies – basic coaching/interaction knowledge and/or customer service skills
- Confidentiality; critical thinking and problem solving skills; evaluation skills; creativity

**EDUCATION, EXPERIENCE, & OTHER QUALIFICATIONS:**

Education: Bachelor’s degree in psychology, social work or related area of study  
Master’s degree preferred.

Current Certified Tobacco Treatment Specialist (CTTS), or obtain CTTS within 6 months of employment.

Experience: Degree coursework, internship hours, and practicum hours acceptable  
Previous experience in tobacco cessation preferred.

Exceptions: May not be a current smoker or tobacco user including electronic nicotine delivery systems.

**PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to be successful to perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is regularly required to talk or hear and use hands to finger, handle, or feel. The employee is frequently required to sit and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The company will comply with all requirements of the American with Disabilities Act (ADA).