

## Onsite Wellness Program Coach

### Job Description:

Customer facing position for building strong relationships with plan sponsors and members. The Wellness Coach promotes preventive health, healthy lifestyle and behavior changes to address prevalent health risk factors for the plan sponsor's population health dashboard. Responsible for driving consistent wellness program development, guidelines and delivery to plan sponsors with diverse employee populations. Will serve as subject matter expert for wellness program and incentive administration. Travel to multiple plan sponsor locations. Participate in open enrollment meetings, employee health fairs as well as community or plan sponsor events.

### Fundamental Components:

Cultivate critical relationships with plan sponsors and members

- Joining the plan sponsor's wellness team in designing, facilitating and evaluating effectiveness of wellness programs that educate and influence employees at the worksite to lead healthy lifestyles.
- Establish rapport with plan sponsors, engage leaders in data driven decision making regarding support for their employees.
- Support wellness champion network including different levels of employer leadership and employees from worksite.
- Identify the appropriate combination of wellness activities for recommendations on delivery and coordination of wellness programs, community and vendor programs, and monitors effectiveness of the program.
- Evaluate and present health assessment data, organizational assessment, claim utilization data, employee survey data, biometric screenings or other data as appropriate.
- Utilize preventive guidelines and general health and wellness strategies to achieve goals in the overall health of customers.
- Perform research on relevant topics in health promotion and disease prevention, as required for specific customers.
- Educate and refer customers on available health resources and Aetna Care Management programs and community resources as appropriate.
- Collaborate with teams such as nutritionist, pharmacist, behavioral clinician, health educators, doctors, providers, wellness service providers as well as other internal and external partners.
- Will serve as subject matter expert on wellness and health improvement opportunities available within Aetna and the community and provides support and training for sales partners as needed.
- Travel to multiple plan sponsor locations.

### Background/Experience desired:

- 2-5 years wellness industry experience preferred.
- Experience encouraging healthy lifestyle behavior changes in wellness areas including nutrition, physical activity, weight management, stress management, tobacco cessation.
- Background in motivational interviewing, active listening skills, Transtheoretical Model, mindfulness-based

and other evidence-based coaching techniques preferred.

- Demonstrate positive outgoing personality, meets customer where they are on their journey to well-being.
- Display genuine focus on building trusting relationships and rapport with customers, internal partners and external vendors including wellness service providers.
- Proactive to go the extra mile to deliver on commitments.

Bring personal energy and charisma to increase engagement in wellness

- Must be organized, detailed, consistent, hold themselves and other accountable to reasonably meet customer's expectations.
- Advanced verbal and written communication skills; advanced technical skills using PowerPoint, Word, Excel.
- Bachelor's degree in Public Health or related field

#### Additional Job Information:

Ability to multi-task to accomplish workload efficiently. Understanding of medical terminology. Oral and written communication skills. Ability to maintain accuracy and production standards. Negotiation skills. Technical skills. Problem solving skills. Attention to detail and accuracy. Analytical skills.