



## POSITION DESCRIPTION

**Job title:** Nutrition coach/consultant

**Reports to:** Method HQ

### **Our vision**

*The Method Now's vision is to become a global market-leading provider of online nutrition, lifestyle, and wellness coaching for all people.*

*By recruiting a team of highly qualified and experienced coaches from a diverse range of backgrounds, The Method can offer a gold-standard service that is enjoyable for the client and achieves results.*

### **About the role**

A Method Now nutrition coach/consultant is responsible for thoroughly assessing the lifestyle, habits, nutrition, and health history of their assigned clients, then determining, implementing, and fully supporting an appropriate course of action to help them achieve their goals.

While the client's nutrition plan is determined by the coach/consultant, the approach should always be carried out in alignment with the company's ethos:

*A balanced diet consists of primarily wholefoods, without restriction or demonising of any food groups. We work in the pursuit of optimal health and specific goals that are defined and outlined with our clients.*

The coach/consultant is responsible for educating and guiding their clients by implementing appropriate strategies and nutritional interventions for successful behaviour change. As a part of the greater coaching team, their work will be instrumental in achieving our organisational objectives and aspirations.

## Responsibilities

- Reach out to assigned clients, offer a warm welcome and arrange initial phone call to assess and gather information in addition to the sign-up questionnaire.
- Evaluate the dietary needs of clients by assessing their health and dietary background, activity levels and other lifestyle factors and habits.
- Develop, implement, and fully support a plan to help clients achieve their goals. Clearly communicate this plan to clients, including what is expected of them and confirm their understanding. The plan may not always be nutrition-centric, depending on the needs of the client.
- Help clients create and implement effective strategies to achieve optimal health, wellness, and fitness.
- Regularly follow up with clients and offer/provide support as needed.
- Create materials and provide resources for clients to support their journey.
- Identify behaviours and encourage necessary change strategies in support of attaining goals.
- Help clients develop emotional, mental, and practical skills that they can implement in pursuit of their goals.
- Implement adequate standards and strategies to monitor each individual client's progress.
- Support clients through administrative aspects to improve client satisfaction and retention.
- Participate in educational/professional development initiatives, including team meetings and activities, promoted by the company.
- Actively take ownership of and encourage client retention and satisfaction.
- Be active and proactive on social media platforms - specifically including Instagram and Facebook - in promoting yourself and The Method. This involves minimum weekly posts related to (and tagging) The Method, including the company in your bio, and creating engaging and interactive stories to further grow your own client base and marketing The Method as an industry leader.
- Take a proactive role in other sales and marketing activities to further organisational results.
- Accurately document interactions and plans of actions with clients, as well as any other information relevant to their position and duties.
- Provide thorough timely responses to client check-ins and communications, as well as team communications.
- Proactively communicate with team and management regarding wins, learning opportunities, concerns, and support requirements.

## **Requisite skills and abilities**

- Excellent verbal and written communication skills.
- Exceptional interpersonal and client-servicing skills.
- Strong time management skills, supported by the ability to self-manage and work autonomously.
- Able to communicate a thorough understanding of nutritional science and human physiology.
- Working knowledge of health, nutrition, fitness, personal development, and strategies to facilitate habit/behaviour change.
- Actively pursues or engages in continuing education/professional development opportunities.
- High level of commitment to clients and willingness to go above and beyond basic responsibilities to provide the best possible service.
- A lateral thinker, with demonstrable creative analytical and problem-solving skills.
- Able to manage a minimum client load of 50 clients within the first three months of employment, aiming for a capacity of 80 depending on business needs.
- Ability to work through conflicts with clients and help them overcome challenges in behaviour change.
- Able to demonstrate an understanding of business acumen and how your contribution to business affects overall business outcomes.
- Able to work with a diverse client base using a versatile and pragmatic approach.
- Passion for helping others improve their health and wellness through nutrition.
- Desire to motivate and encourage others.

## **Education and experience**

- A minimum current Nutrition Coaching Certification.
- Relevant degree in nutrition, nutrition science or similar (desired).
- Additional nutritional/sports/athletic certifications or degrees are advantageous.
- Previous experience working with a minimum of 20 online clients in the past 12 months.
- For Medical Professional roles, a university degree in Dietetics or Medicine is required.