

## Senior Coach for Online Sleep Improvement Program

### Your challenge

Become part of a new product targeting insomnia. We are looking for a psychologist who is experienced in delivering Cognitive Behavioral Therapy for Insomnia and who will help our customers improve their sleep by pro-active and reactive coaching from a distance. The senior coach will also be actively involved in the continuous improvement of the program.

### Your responsibilities

Take over difficult cases from coaching team members (e.g. medical questions)

- Monitor quality, quantity and efficiency of coaching delivered
- Contribute to the continuous improvement of the program / service / way of working through specification of updated requirements and work instructions
- Training of new and current team members to continuously improve service
- Act as coach to balance load of coaching team and keep in touch with coaching practice (approx. 25-50% of time)
  - o Review and analyze customer data and personal input in order to give personalized feedback to the customer
  - o Coach customers and answer their questions regarding the program, their sleep and information they require
  - o Tailor / adapt sleep recommendations to the customer based on your analysis of their data
- Moderate a forum with consumers
- Contribute to performance appraisals of team members (jointly with direct line manager of coaching team)
- Drive successful cooperation between Philips and (external) coaching service supplier

### Your team

Philips Consumer Lifestyle's newly established Innovation Site in Eindhoven is part of Philips Innovation & Development (I&D) Consumer Lifestyle. It focuses on the development and realization of propositions for medically and non-medically endorsed lifestyle products.

### Our offer

We will provide you with stimulating challenges across a wide range of application domains, giving you the opportunity to expand your professional experience and exploit your talents to the full. Variation, job satisfaction, personal and professional development, plus an excellent remuneration and benefits package – all within a global leading-brand company that is dedicated to improving people's lives. And most importantly, the ability to shape and grow your career in the directions you want to go. We offer interesting growth opportunities for further career development within our organization or in the larger Philips organization.

### We are looking for

#### Education

- Master degree in psychology, preferably clinical psychology. Alternatively a physician / MD with proven track record in sleep medicine.
- Qualification in Cognitive Behavioral Therapy for Insomnia (CBT-I)

## Experience

- Experience in delivering CBT-I in group and individual settings, ideally for at least 3 years
- Experience with patients suffering from sleep disorders and psychiatric conditions
- Experience in e-support or other remote support system (e.g. call center)
- Experience in coaching a team
- Experience in understanding / writing technical requirements / specifications and interacting with people with a technical background

## Skills:

- Strong written English communication skills, preferably a native English speaker.
- Structured and efficient way of working
- Strong analytical skills to drive continuous product improvement
- Motivation skills, empathy
- Interest in helping people improve their wellbeing
- Computer literacy
- Flexibility

## Travel Required

Approx. twice per month (max. 10% of working time). During the first 6-12 months the Sleep coach will operate from the Eindhoven site. After this phase it is foreseen that more coaching sites will be opened, servicing other regions. Willingness to move to other coaching site or take over other region is of advantage.

## **Contact**

If this challenge appeals to you, and you have the right skill set and experience, contact Suzanne Kouwenhoven on +31 (0) 612276543 or apply now at [www.philips.com/careers](http://www.philips.com/careers) using Job Search Job Number 012441.