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|  Job Description |
| **Job Title:**  | Wellbeing Service Assistant  |
| **Reporting to:** | Wellbeing Lead |
| **Responsible for:**  | None |
| **Location:** | Brecon / Hay / Community |
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| **Our Purpose** Here to help you manage your mental health & wellbeing |
| **Our Vision**We support mindsWe connect mindsWe change minds Together, we are Mind  |
| **Our Mission**Promote the preservation of good mental health by enabling and empowering everyone experiencing mental health problems to live with, manage and recover from their condition. Relieve the needs of people with mental health problems by working to increase understanding of mental health by gathering and disseminating information and working to raise awareness, promote understanding and challenge stigma and discrimination.  |
| **Job Purpose:**Working alongside Wellbeing Practitioners, support the running & delivery of Community Wellbeing Services and Groups, including a safe and welcoming place, receiving new enquiries and referrals, providing good listening & responding with appropriate information. |
| **Responsibilities:**1. Provide reception for all enquiries and referrals, including in person, telephone & email. Ensuring ‘good beginnings’ with people reaching out for support.
2. Using active listening & non-judgemental support to ensure people feel listened to and valued.
3. Provide relevant and appropriate information about Brecon & District Mind opportunities and/or signposting to other relevant support and/or services.
4. Support the day to day running of the Wellbeing Centre and/or community based activities, including clean & tidy premises.
5. Supervision of peer support conversations and interactions and raising concerns with Duty Staff.
6. Following all procedures including safeguarding, confidentiality & data protection.
7. Administrative support to Brecon & District Mind colleagues.
8. Data entry onto Client Database for new referrals, enquiries and attendance records.
9. Ensure feedback is captured and shared with relevant colleagues.
10. Work alongside and supervise volunteers, helping to ensure they are valued & supported to make a difference.
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| **General Requirements:*** Contribute positively and work in accordance with Brecon and District Mind’s culture, values, aims and objectives
* Work diligently to meet the requirements of this job description
* Always seek to continuously improve so that the highest quality standards are achieved
* Participate positively in internal/external events, meetings and training as required
* Positively participate in one to ones and appraisals
* Ensure that relevant policies, procedures and working practices are adhered to at all times
* Act as a positive ambassador for Brecon and District Mind
* Positively contribute to the team working environment, taking ownership of issues and supporting colleagues where appropriate
* Contribute to a welcoming environment for clients, guests & visitors.
* Be flexible and willing to undertake any other duties that may be reasonably be required
* Positively contribute to the evaluation of the impact of programmes and other key business plan objectives.
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| NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed in consultation with the employee. As a general term of employment, Brecon and District Mind may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee’s remuneration and status.Due to the responsibilities of this role, it will be necessary for the appropriate level of Disclosure and Barring Service Check to be undertaken.I confirm that I have read and accept the duties and responsibilities contained in this job description |
| **Name (Please Print)** |  |
| **Signed Dated** |

Person Specification

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| **Qualifications** | **Essential**  | **Desirable**  | **Method of Assessment\***  |
| Evidence of commitment to continuing personal development  | **\*** |  | A, I  |
| Training or Qualifications in Health & Social Care / Listening Skills / Customer Service |  | **\*** | A, I |

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| **Experience** | **Essential** | **Desirable** | **Method of Assessment\***  |
| Experience of Mental Health services |  | **\*** |  |
| Customer Service: Interacting with people and responding to their requests | **\*** |  | **A, I** |
| Using IT – emails / social media / internet and Microsoft programs | **\*** |  | **A, I** |

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| **Knowledge & Skills** | **Essential** | **Desirable** | **Method of Assessment\***  |
| Interpersonal Skills: Demonstrates a warm, approachable and friendly manner. | **\*** |  | I |
| Communicates with empathy and clarity. | **\*** |  | **I** |
| Understanding of equality legislation and able to identify inappropriate behaviour |  | **\*** | **I** |
| Knowledge of relevant legislation eg Safeguarding, Data Protection, Mental Health & Wellbeing, Health & Safety |  | **\*** | A, I  |

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| **Personal Attributes** | **Essential** | **Desirable** | **Method of Assessment\***  |
| Able to work calmly and professionally in response to challenging behaviour | **\*** |  | I |
| Works collaboratively & efficiently and effectively, contributing to a supportive team environment | \* |  | I |
| Appreciation of the need for equality of opportunity for all. | \* |  | I |
| Ability to establish and maintain positive therapeutic relationships with service users | \* |  | I |
| Ability to be innovative, identifying new opportunities  |  | \* | I |
| Able to work on own initiative  |  | \* | **I** |
| Able to follow agreed working procedures effectively  | **\*** |  | I |
| Significant enthusiasm for the work of Mind  | \* |  | I |
| Operates with integrity and honesty at all times  | **\*** |  | **I** |
| Commitment to continuous service and personal improvement  | \* |  | I |
| Ability to speak Welsh  |  | **\*** | A,I |

\* A – Application / C – Certificate / I – Interview / AT - Assessment Test