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| Job Description | | |
| **Job Title:** | Wellbeing Practitioner | |
| **Reporting to:** | CEO | |
| **Responsible for:** | Wellbeing Volunteers  Centre Assistants | |
| **Location:** | Brecon | |
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| **Our Purpose**  Here to help you manage your mental health & wellbeing | | |
| **Our Vision**    We support minds  We connect minds  We 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:**  Provide a range of wellbeing services which enable those seeking support with their mental health and wellbeing to be independent; healthy and active; able to socialise; feel valued in society; develop to their full potential; engage with and contribute to their community and enjoy safe and healthy relationships. | | |
| **Responsibilities:**   1. Develop, deliver and provide a range of community wellbeing activities and services, to meet the needs of those with mental health problems, including:  * Open access and drop in facilities * Support to access community activities * Individual support * Peer support with attending activities, health appointments etc * Support to develop new skills * Supporting independent living * Courses, well being and activity groups * Vocational activities * Weekend activities * Social enterprise opportunities  1. Ensure that all wellbeing services comply with relevant legislation, including:  * Social Services and Wellbeing (Wales) Act 2014 (including Codes of Practice) * Regulation and Inspection (Wales) 2016 * Mental Health Act 1983 * Equality Act 2010      1. Contribute to the provision of wellbeing services that:  * Ensure that all service users are treated with dignity and respect * Ensure that service users and their families are listened to, communicated with and consulted effectively * Support service users to maintain their independence * Ensure service users are safeguarded * Ensure any appropriate outcome as defined in the National Outcomes Framework accompanying the Social Services and Wellbeing (Wales) Act are met  1. Practice early detection and resolution techniques so that any concerns, problems or complaints are addressed efficiently and effectively. 2. Provide wellbeing support to enable individuals achieve the following outcomes:  * Wellbeing – I know and understand what care, support and opportunities are available to me and I get the help I need, when I need it, in the way I want it, securing rights and entitlements * My rights are respected, I have voice and control, I am involved in making decisions that affect my life; my individual circumstances are considered; I can speak for myself or have someone to do it for me and I get support through the Welsh language if I want it.  1. Through the provision of appropriate wellbeing interventions, contribute to preventing or delaying the further development of individual’s needs for additional care and support with mental health problems. 2. Provide wellbeing support for those with protected characteristics, including working with those with a disability to help minimise the impact of a disability on wellbeing. 3. Ensure that high standards of confidentiality are maintained, in support of the GDPR principles. 4. Ensure accurate and timely records are kept of attendances, support plans, interventions and feedback. 5. Follow agreed working procedures at all times 6. Maintain high standards of safeguarding and ensure that the charity’s safeguarding policy and procedures are followed at all times. 7. Engage with service users to obtain their feedback about the wellbeing service and utilise this to inform service development and improvement. 8. Supervise and support volunteers, helping to ensure they can make their best contribution to the wellbeing service. | | |
| **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. | | |
| 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\*** |
| Relevant professional qualification (or equivalent experience) in supporting adults | **\*** |  | A, C |
| Evidence of commitment to own and others’ continuing personal development | **\*** |  | A, I |

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| **Experience** | **Essential** | **Desirable** | **Method of Assessment\*** |
| Experience of providing community based wellbeing services which may include one or more of – emotional support, community wellbeing activities, peer support, skills development, service user engagement. | **\*** |  | A, I |
| Experience of working on a one to one and/or group basis using a variety of approaches eg strength-based support, outcome/goal focussed support, coaching style, motivational interviewing, five ways to wellbeing | **\*** |  | A, I |
| Experience of working with people with mental health challenges |  | **\*** | A, I |
| Experience of supervising volunteers |  | **\*** | A, I |

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| **Knowledge & Skills** | **Essential** | **Desirable** | **Method of Assessment\*** |
| Interpersonal Skills: Demonstrates a warm, approachable and friendly manner. |  |  |  |
| Ability to work effectively and positively with people with mild to moderate mental health challenges | **\*** |  | A, I |
| Ability to communicate effectively, verbally and in writing to a high standard with a diverse range of individuals with different levels of understanding and ability | **\*** |  | **I** |
| Communicates with empathy and clarity. |  |  |  |
| Builds positive relationships with colleagues, partners and stakeholders. | **\*** |  | **I** |
| Engagement skills – able to engage effectively with service users to obtain and act upon their feedback | **\*** |  | A, I |
| IT skills – using Microsoft Word, Outlook | **\*** |  |  |
| Recording accurate and timely Case Notes on Client Database and providing Case Studies | **\*** |  |  |
| Understanding or equality legislation and able to identify inappropriate behaviour | **\*** |  | **I** |
| Knowledge of relevant legislation eg Safeguarding, Data Protection, Mental Health & Wellbeing |  | **\*** | A, I |

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| **Personal Attributes** | **Essential** | **Desirable** | **Method of Assessment\*** |
| Able to work calmly and professionally under pressure | **\*** |  | I |
| Works collaboratively & efficiently and effectively, contributing to a supportive team environment | \* |  | I |
| Appreciation of the need for equality of opportunity for all – able to tailor approach accordingly | \* |  | I |
| Ability to be innovative, identifying new opportunities | \* |  | I |
| Able to work on own initiative | **\*** |  | **I** |
| Able to follow agreed working procedures effectively | **\*** |  | I |
| Able to prioritise workload and achieve deadlines | **\*** |  | I |
| Able to work effectively with a wide range of key stakeholders | **\*** |  | I |
| Significant enthusiasm for the work of Mind | \* |  | I |
| Proactive approach, a self-starter | **\*** |  | **I** |
| Operates with integrity and honesty at all times | **\*** |  | **I** |
| Commitment to continuous service and personal improvement | \* |  | I |
| Driving licence and use of a car |  | **\*** | A, I |
| Ability to speak Welsh |  | **\*** | A,I |
| Able to contribute to ensuring that the premises are welcoming and well presented | \* |  | I |

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