Job Description
Wellbeing Advisor

mind Swindon and Gloucestershire

Job Details

Job Title: Wellbeing Advisor
Hours: 28 hours *(4 days per week, 4PM – 11PM, shifts based on staff rota)*
Salary: £24,300 (FTE per annum)
Location: The Junction, Swindon
Reports to: Services Manager, The Junction

Job Purpose

The Junction is an out of hours "calming café" service which is open 365 days of the year to support people experiencing pre and/or mental health crisis. The aim of the project is to alleviate the need for people within the Swindon locality to access A&E and/or acute mental health services. As a Wellbeing Advisor, you will be providing a preventative, person centred approach to people accessing the service who may be experiencing a mental health crisis.

Key Responsibilities

- To support individuals to improve their own physical and mental wellbeing.
- To recognise and provide support to individuals in overcoming barriers to community inclusion.
- To promote a person-centred service, building effective communication with all individuals, partnership organisations and others.
- To maintain and develop professional links with all external agencies, enabling effective signposting.
- Providing a calm environment, ensuring individuals have access to refreshments.
- Ensuring any heightened situations are deescalated effectively.
- Working with the person on a 1-2-1 basis to improve individuals physical and mental wellbeing via creating a clear plan forward using the Five Ways to Wellbeing Model.
- To effectively manage risk and support positive risk taking when working with individuals.
- To provide flexible support based on individual need and preferences, enabling individuals to make informed decisions and choices.
- To ensure the working environment is always presentable and portrays a professional image.
- To carry out administration work, which could include but is not limited to, report writing, handling money, filing, inputting new referrals, completing risk assessments, telephone and computer work.

- To work closely with care coordinators and other professionals within the NHS Swindon mental health teams, supporting people who have been referred via NHS.
- To meet several wellbeing plans set as targets by manager.
- To provide a set frequency of appointments, i.e., daily to people accessing the service over the course of 14 evenings.
- To promote resilience by supporting individuals to develop and maintain their own recovery plans.
- Work collaboratively and sensitively with individuals, with a range of mental health needs to develop skills to manage their own health, in accordance with their personal recovery plan.
- Actively promoting and using approaches which are affirming, build on strengths, identify past positive experience and success.
- Promote the rights of individuals by recognising differences and acting in accordance with the relevant legislation, recognising and reporting discriminatory behaviour, and taking appropriate action.
- Monitor and maintain health, safety and security of self and others, taking appropriate action where required.
- To undertake general admin duties (e.g. answering the telephone) whilst in the office.
- To support with the delivery of the Mind Line Evening service as and when required.
- To support with the delivery of workshops when required.
- To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed.

General Responsibilities

The following are applicable to all employees and posts:

Confidentiality

- Ensure accurate and detailed records are kept and to comply with data protection procedures.
- Work with colleagues to ensure effective internal systems including but not limited to maintenance of records and GDPR compliance.

Data Quality

- General administrative duties to include data collection, monitoring and reporting outcomes.
- Ensure ICT systems and data recording systems are used appropriately in line with the organisation's policies and procedures.
- Use 'Views' database system or an alternative data software (as appropriate) to capture, track and monitor performance.

Health and Safety

- Ensure compliance with legal and health and safety regulations, such as the organisation's health and safety policy and procedure.

Marketing and Networking

- To liaise and network with relevant statutory and third sector organisations.
- To promote the service to high-risk groups by linking in with external agencies to build relationships and promote the service offer.
- Promote the organisation to the local community and other organisations.

Policy and Procedure

- To maintain up to date knowledge of legislation, national and local policies.
- To carry out work in accordance with the organisations policies and procedures, current legislation and quality standards.
- To keep up to date with the organisations policies and procedures.

Professional and Personal Development

- Be part of a team that builds and sustains a positive, dynamic can-do culture, making the organisation a great place to spend time.
- Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the organisation and in mental health services in general.
- Be prepared for, attend, and engage in staff meetings, supervision, appraisal and training as agreed with the wider organisation and your line manager.
- To work closely with the Management and Senior Leadership Team (SLT).

Service Delivery

- To promote the 5 Ways to Wellbeing Model as part of the organisation's support offer.
- To utilise the use of the UK Mental Health Triage Scale (UK MHTS) when completing risk assessments for people being supported.

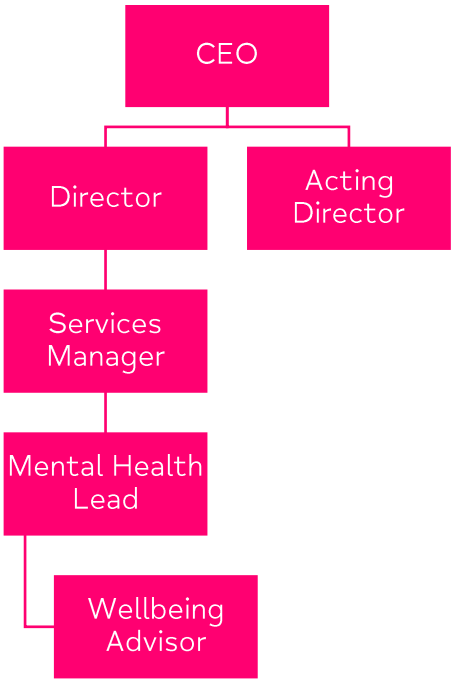
Person Specification

Our duty to quality means we need a workforce that have the mandatory skills, knowledge and attitudes, in which we can continuously adapt to improve service delivery to meet the challenges and changes faced.

Experience	Essential (E) or Desirable (D)
Relevant experience of working in any health, social care, or any related voluntary organisation setting.	E
Experience and knowledge of working within mental health, supporting individuals experiencing mental health problems, including crisis.	E
An understanding and working knowledge of various mental health conditions.	E
High standard of literacy and numeracy.	E
Skills and Abilities	
An understanding of a range of skills and interventions linked to wellbeing and recovery practice e.g. counselling, community signposting etc and their role in supporting recovery and resilience.	E
Willingness to support people with a range of needs to meet their recovery goals.	E
Understanding of the issues and concerns of individuals with mental health needs.	E
Knowledge and commitment to people accessing our services rights.	E
Understanding of the impact of stigma and discrimination.	E
Knowledge of local policies in respect of safeguarding.	E
Able to demonstrate a broad understanding of the concept of confidentiality.	E
Willingness to take part in activities which support team working.	E
Able to demonstrate an appreciation of equal opportunities/diversity issues.	E
Able to manage stress and to plan and prioritise workload.	E

Well-developed IT skills including competent use of Microsoft Office and the use of electronic record keeping systems.	E
Excellent communication skills and the ability to develop relationships with professionals, stakeholders and people accessing the service	E
Knowledge	
Demonstrable knowledge and experience of working with people with mental health problems, including crisis.	E
Demonstrates a good understanding of recovery principles and the role of mental health services in the delivery of care.	E
Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with people, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.	E
Demonstrates a willingness to embrace new technology and processes.	D
Demonstrate well developed written communication skills, with the ability to produce letters, written reports, maintain accurate records and record required statistical information.	E
Education/Qualifications	
Trained in an allied field such as counselling, mediation, advocacy or social work.	D
Attitudes	
A commitment to working within a framework that recognises the diversity of people and encourages equality and opportunity for all.	E
A commitment to the participation of people accessing our services in decision-making processes in the design and delivery of the services they access.	E
A commitment to ongoing personal development training.	E
A commitment to the purpose, vision, mission and value of the organisation.	E
General	
An ability to travel to venues across Swindon and Gloucestershire.	D
Flexible approach to working.	E

Organisational Chart



Organisational Values

Swindon and Gloucestershire Mind have a set of values, vision and mission all of which feeds into the organisation's behavioural framework.

Our Values:
Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership.

Our Vision:
Creating services where people are recognised, valued and supported.

Our Mission:
Provide advice and support to empower anyone experiencing a mental health problem.

We are seeking someone who will lead by example, demonstrating the organisation's behavioural framework:

- Trust and Respect
- Communication
- Responsibility
- Collaboration
- Excellence
- Leadership

Training and Support

We see training and development as an essential investment in its own future and recognise that carefully planned and well delivered training and development increases efficiency and effectiveness at individual and service levels. All staff receive the following:

- A full induction for your job role and working environment, this includes a specific training programme pending on your role and service area.
- Regular supervision from your line manager, including professional development reviews (PDR's) and evaluating your Continuing Professional Development (CPD).
- Bi-monthly debrief meetings at alternating venues between Swindon and Gloucestershire.

We encourage all staff to participate in all team forums which can provide unique opportunities to establish critical professional prospects such as peer feedback.

Further Information

These duties are intended to be a guide to the post* and should not be considered exhaustive. The role is subject to review, depending on the needs of Swindon and Gloucestershire Mind. The post holder will be encouraged to participate in any such review.

**Hours may change depending on the need i.e., covering absence, annual leave and sickness and will be reviewed regularly during supervision.*

Conditions of Employment

New employees will be subject to a six-month probationary period and will be subject to an enhanced Disclosure and Barring Service (DBS) check and references.

The safety and wellbeing of our workforce and people accessing our services is our priority, which is why it is now a condition of employment for anyone joining us that they have had the recommended coronavirus vaccine by the NHS.

To apply, please check our website:
https://www.sgmind.org.uk/vacancies/

For any enquiries or questions, please email:
recruitment@sgmind.org.uk