

Job Description



Swindon and
Gloucestershire

Job Title: Wellbeing Advisor – Bank Worker	Salary: £11 per hour
	Hours: Bank work to cover busy periods, staff shortages, holidays and absence. Evening shift work 6pm-1am
Reports to: Lead Practitioner	Location: The Junction, Central Swindon

The Junction Project

We are seeking a Bank Wellbeing Advisor to join our friendly team at a new project in Central Swindon, The Junction. The project is an out of hours service, open 365 evenings a year, to support and assist individuals experiencing mental health concerns. The aim is to alleviate the need for people in the Swindon locality to access A&E and acute mental health services by managing the presenting symptoms / mental health crisis along with the triggers for that crisis.

Job Purpose:

- 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.

Duties of the Job

- This is a public facing role and as a Wellbeing Advisor you will be responsible for:
 - welcoming individuals who have been referred to the service;
 - providing a calm environment and ensuring individuals have access to refreshments;
 - ensuring any heightened situations are deescalated effectively;
 - working in person on a 1-2-1 basis to improve individuals physical and mental wellbeing;
 - creating a clear plan forward using the 5 Ways to Wellbeing model.
- To ensure effective and appropriate communication with all individuals, staff, community agencies and partner organisations.
- 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 presentable at all times and portrays a professional image.
- To attend relevant training and supervisions to develop own skills
- To carry out administration work, which could include but is not limited to, report writing, handling money, filing, telephone and computer work.
- Management of sensitive personal information
- To take on other duties as considered commensurate to the post.

Training and Support

- You will receive an induction to Swindon and Gloucestershire Mind, The Junction, your job role and working environment.
- You will have a Line Manager and receive regular supervision.
- You will be provided with training to enable you to do your job effectively.
- Where possible and relevant to your job, we will support you to further your learning and development.

Criteria	Essential
Qualifications	<ul style="list-style-type: none"> • Level 3 qualifications in Health and Social Care or equivalent. • Experience of working in mental health • An understanding and working knowledge of various mental health conditions • High Standard of literacy and numeracy.
Demonstrable Knowledge	<ul style="list-style-type: none"> • Understanding of challenges for people experiencing a mental health crisis • Understanding of safeguarding issues and procedures, risk management and health and safety • Knowledge of current legislation including the Care Act, Mental Health Act and Equality and Diversity principles • Knowledge of data protection and maintaining confidentiality at all times, including reporting information in accordance with policies and procedures
Skills/ Experience	<ul style="list-style-type: none"> • Proven experience of working with people with mental health needs • Experience in information and guidance, with the ability to signpost individuals to appropriate organisations • Ability to make decisions quickly using own initiative • Proactive and solutions focused • Effective communication and active listening skills • Organisational skills and accurate record keeping • IT Skills • Experience of partnership working • Confidence in dealing with external agencies • Demonstrable ability to support others
Personal attributes	<ul style="list-style-type: none"> • Ability to deal with competing demands and multiple tasks • Self-awareness. • Confidence in dealing with challenging situations • Approachable and flexible • Empathic attitude • Positive attitude • Team player
Behavioural Competence	<ul style="list-style-type: none"> • Value Diversity • Customer Focus • Growing and Developing • Working Together • Quality Service • Empathic

Probationary Period

New employees will be subject to a six-month probationary period and will be subject to an enhanced DBS check.