

JOB DESCRIPTION

Job Title: Community Wellbeing Coordinator	Grade/Pay Scale: £16,332
Reports to: Swindon Manager	Hours: 26 hours per week This is a fixed post until December 2022
Location: Sanford House, Swindon & in the community	Wellbeing Team
Job Purpose: The Community Wellbeing Coordinator is responsible for coordinating and running a programme of activities throughout the week from our Mind Time programme. All sessions are based on the 5 Ways to Wellbeing and are held within different community settings. The Community Wellbeing Coordinator will also provide 121 support through wellbeing appointments and work closely alongside other wellbeing coordinators who support people to engage with the Mind Time Sessions.	
Key Accountabilities: Mind Time Coordination <ol style="list-style-type: none"> 1. To facilitate the Mind Time programme, ensuring all scheduled sessions run effectively and are engaging for service users 2. To promote the 5 Ways to Wellbeing model in Mind Time Sessions 3. To support volunteers who help within Mind Time Sessions and report to the Volunteers Coordinator if there are any concerns 4. To record information for each session in line with GDPR 5. To record MIND Time information onto the database system and provide reports/case studies to Swindon Manager for reporting. 6. To follow up any service user concerns with allocated wellbeing coordinator 7. To ensure that all individuals within the groups have a wellbeing coordinator and wellbeing plan. 8. To arrange Mind Time annual events for service users – including Time to Talk, World Mental Health Day, Summer BBQ, Christmas Disco. 9. To arrange spotlight sessions within Mind Time Programme – including healthy eating, benefits, debt support, spotlight sessions from other agencies. 10. To ensure all Mind Time sessions follow SG Mind Health and Safety Policy, and other procedures/policies within the community. 11. To coordinate waiting lists for Mind Time Sessions – monitoring and reviewing session attendance and contacting individuals who have a space on Mind Time Courses. 12. To ensure all Mind Time Sessions are covered including any sickness/annual leave. 13. To book venues for Mind Time Sessions and seek out opportunities for other venues in the local community for sessions to be held. 14. To collect cash for paid Mind Time Sessions and follow procedure for handling money. 15. To clearly communicate with other staff/volunteers who provide Mind Time Sessions with any changes and/or updates. 16. To ensure all Mind Time sessions have venues booked for the financial year. 17. To develop new activities based on feedback from service users and the needs of the local community. 18. Collect feedback forms from Mind Time Sessions and record data on an excel sheet in line with quarterly reporting. 19. To build partnerships with other providers including the Live Well Hub and to link in with local community centres to promote the services/referrals from BME groups. Wellbeing Coordination	

20. To arrange 121 wellbeing appointments with people assigned for wellbeing support
21. To arrange initial wellbeing appointment within 2 weeks and offer review appointments every 6-8 weeks.
22. To support individuals to develop wellbeing plans based on the 5 Ways to Wellbeing
23. To meet a number of wellbeing plans set as targets by manager.
24. To meet a number of WRAP plans set as targets by manager.
25. To provide 8-week review appointments to people and follow up calls in between reviews.
26. To manage own case load of wellbeing coordination.
27. To promote resilience by supporting individuals to develop and maintain their own recovery plans
28. To identify where an individual wants to gain, retain employment at earliest opportunity and support them.
29. To monitor individual Wellbeing Plans and provide additional support when needed.
30. To link in with local community schemes provided through other agencies such as Swindon hosting scheme and provide wellbeing support to people referred to SG MIND

Monitoring & Evaluation

31. To collect relevant information in line with management expectation to capture, track and monitor performance
32. Maintain accurate, confidential records of individual activity, writing reports and letters, utilising electronic record and other systems available within Swindon & Gloucestershire Mind
33. To ensure Mind Time risk assessments are completed and up to date, with support from Swindon Manager
34. To manage and monitor the Mind Time registers and waiting lists for sessions.
35. Report and record within agreed timeframes, all activity relating to information reporting and performance requirements
36. To provide timely reporting and monitoring to the Swindon Manager and Director for reporting to commissioners

Support & Advice

37. Provide up to date information, signposting and referral
38. To refer, signpost and support individuals to the most appropriate services, within Swindon & Gloucestershire Mind, with mental health service providers and community resources

General Duties

39. Effectively build hope inspiring relationships which acknowledge the personal journey of each person, and focus on strengths and aspirations to allow the creation of meaningful personal recovery plans
40. 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
41. Actively promoting and using approaches which are affirming, build on strengths, identify past positive experience and success
42. Monitor and maintain health, safety and security of self and others, taking appropriate action where required
43. To cover additional Mind Time sessions when required e.g. sickness/annual leave.
44. To deliver training when required
45. To undertake general admin duties (e.g. answering the telephone) whilst in the office.
46. To support other areas of work and undertake other duties at Swindon & Gloucestershire Mind when needed

Training and support

- You will receive an induction to Swindon & Gloucestershire Mind, your job role and working environment.

- You will have a line manager and receive 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.

The role will involve flexible working covering some evenings and weekends.

Knowledge/Experience/Skills:

Essential

- Relevant experience of working in any health, social care, or any related voluntary organisation setting
- Demonstrable knowledge and experience of working with people with mental health problems
- Able to articulate a clear knowledge of policy and legislative frameworks within which mental health services are delivered.
- Demonstrates a good understanding of recovery principles and the role of mental health services in the delivery of care
- Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with service users, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.
- Well-developed IT skills including competent use of Microsoft Office, and the use of electronic record keeping systems
- Demonstrates a willingness to embrace new technology and processes
- Demonstrate well developed written communication skills, with the ability to produce letters, written reports, maintain accurate records and record required statistical information
- Able to support, coach and empower people with their Wellbeing Planning
- Willingness to support people with a range of needs to meet their recovery goals
- Understanding of the issues and concerns of individuals with mental health needs
- Knowledge and commitment to service users' rights
- Understanding of the impact of stigma and discrimination
- Knowledge of local policies in respect of safeguarding
- Able to demonstrate a broad understanding of the concept of confidentiality
- Willingness to take part in activities which support team working
- Able to demonstrate an appreciation of equal opportunities/diversity issues
- Able to manage stress and to plan and prioritise workload

Desirable

- Experience of working with people with learning disabilities and autism
- Trained in an allied field such as counselling, mediation, advocacy or social work
- Experience of teaching/training individuals or groups
- Knowledge or understanding of employment needs and support for people with mental health issues
- Knowledge of the benefits systems
- Able and willing to reflect on work practice and be open to constructive feedback
- Able to work in an enabling and creative way
- Able to carry out practical tasks
- High level of self-awareness – ability to critically appraise own performance
- Critical thinker
- To be able to maintain a flexible working pattern

Normal working hours:

Review

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

Probationary Period

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