

## JOB DESCRIPTION

<b>Job Title:</b> Wellbeing Support Worker	<b>Grade/Pay Scale:</b> £9,422.40
<b>Reports to:</b> Swindon Manager	<b>Hours:</b> 15 hours This is a fixed term post until December 2022
<b>Location:</b> Sanford House, Swindon & in the community	<b>Wellbeing Team</b>
<b>Job Purpose:</b> As a Wellbeing Support Worker you will be part of the wellbeing team supporting the wellbeing coordinators and working with people with mental health needs by providing 121 wellbeing support, promoting the 5 Ways to Wellbeing.	
<b>Key Accountabilities:</b> <b>Wellbeing Support</b> <ol style="list-style-type: none"> <li>1. To perform Wellbeing Assessments, coaching and planning, supporting individuals with their Wellbeing Plans</li> <li>2. Work closely with the wellbeing coordinators and Swindon Manager</li> <li>3. Ensure accurate and detailed records are kept in relation to session notes and service user files, in line with data protection procedures</li> <li>4. To meet a number of Wellbeing Plans set as targets by Swindon Manager</li> <li>5. To meet a number of Wellness Recovery Action plans set as target by Swindon Manager</li> <li>6. To record and input data for service users in relation to Key Performance Indicators</li> <li>7. To promote resilience by supporting individuals to develop and maintain their own recovery plans</li> <li>8. To identify where an individual wants to gain, retain employment at earliest opportunity and support them.</li> <li>9. Monitor and evaluate individual wellbeing plans</li> <li>10. To work with service users in a recovery orientated, solution focused, person centred and holistic way</li> <li>11. To manage Wellbeing Reviews within own case load with support and direction from Swindon Manager</li> </ol> <b>Monitoring &amp; Evaluation</b> <ol style="list-style-type: none"> <li>12. To collect relevant information in line with management expectation to capture, track and monitor performance</li> <li>13. Maintain accurate, confidential records of individual activity, writing reports and letters, utilising electronic record and other systems available within Swindon &amp; Gloucestershire Mind</li> <li>14. Report and record within agreed timeframes, all activity relating to information reporting and performance requirements</li> </ol> <b>Support &amp; Advice</b> <ol style="list-style-type: none"> <li>15. Provide up to date information, signposting and referral</li> <li>16. To refer, signpost and support individuals to the most appropriate services, within Swindon &amp; Gloucestershire Mind, with mental health service providers and community resources</li> </ol> <b>General Duties</b> <ol style="list-style-type: none"> <li>17. 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</li> <li>18. 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</li> <li>19. Actively promoting and using approaches which are affirming, build on strengths, identify past positive experience and success</li> </ol>	

20. Use small steps to move towards the person's goal
21. 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
22. Monitor and maintain health, safety and security of self and others, taking appropriate action where required
23. To cover Mind Time Sessions when required
24. To deliver training when required
25. To undertake general admin duties (e.g. answering the telephone) whilst in the office.
26. 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.

#### **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

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

#### 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