

Job Description



Swindon and
Gloucestershire

Job Title: Wellbeing Advisor

Grade/Pay Scale:

£21,450 per annum

Pro-rata £16,016 per annum

Hours: 28 hours per week pro-rata

*Normal working hours:

Shift Evenings: 4pm – 11pm, including weekend shifts based on a staff rota

*Hours may change depending on need, covering sickness, holidays etc. and will be reviewed regularly during supervision.

Reports to: Senior Lead Practitioner

Location: The Junction, Central Swindon

The Junction Project

The Junction is an out of hours service which is open 365 days of the year to support and assist individuals experiencing mental health concerns.

The aim of the project 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. Individuals will be able to access the service by referral only.

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, 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, inputting new referrals, completing risk assessments, 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 or substantial 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 take decisions quickly using own initiative • Proactive and solutions focussed • 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 	

Why should you work for Swindon and Gloucestershire Mind?

We have a dedicated, passionate and friendly workforce who are key to our success. We are looking for people share our passion and who will embrace our mission to ensure anyone experiencing a mental health concern has somewhere to turn for advice and support.

There are lots of reasons people choose to work for us, some of them are:

- We promote and encourage our employees to look after their own health and wellbeing
- We strive to be a flexible employer
- Contributory pension scheme
- 25 days holiday (pro-rata)

Probationary Period

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