



Job Description

Swindon & Gloucestershire Mind

Job Title: Wellbeing Support Worker

Salary: £19,317 per annum pro-rata

Reports to:
Wellbeing House Lead

Hours: 24 hours per week Wednesday to Saturday (also to cover on call duties 1 week in 3)

This is a fixed term contract, 365 service delivery, until March 2019

Location:
Alexandra Wellbeing House,
Gloucester

In the Gloucester Wellbeing team

Job Purpose:

What you will be doing:

This is an exciting new project that Swindon & Gloucestershire Mind are delivering in Gloucester. As a Wellbeing Support Worker, you will be working with people with mental health needs in a 5 bedded house which offers short term respite and wellbeing support.

What the role involves

- Work closely with the Wellbeing House Lead in the general day to day running of the house and supporting the Volunteers.
- Supporting the guests in wellbeing planning
- General administrative duties to include data collection, monitoring and reporting outcomes
- Establish and maintain outstanding communication with the guests and professionals
- Assess, coach and plan using the Five Ways to Wellbeing Framework
- Promote and support resilience by adopting Wellbeing and Safety plans with all guests
- Refer, signpost and support guests to the most appropriate services, within Gloucestershire, with mental health service providers and community resources
- Promote Swindon & Gloucestershire Mind in Gloucestershire by attending events, promoting workshops delivered at the Wellbeing House

Recovery Statement:

Alexandra Wellbeing House places recovery and empowerment at the heart of our Service. Therefore, we all demonstrate the recovery principles of:

- Hope
- Partnership
- Maximising opportunities every day, in all that we do

This role will include being on call on a rota system. There is additional payment for staff that has to deal with an out of hour's incident.

Key Accountabilities:

Operational Delivery

1. Ensure compliance with legal and health and safety regulations
2. Ensure accurate and detailed records are kept and to comply with data protection procedures
3. Be part of a team that builds and sustains a positive, dynamic can-do culture, making the house a great place to spend time
4. Daily supervision of Peer Support Volunteers in the provision of an exceptional service
5. Attend and contribute to regular team meetings to maintain effective communication and awareness of progress and development within the service and in mental health services in general
6. Assist with the cleaning and general upkeep of the house
7. Promote Swindon & Gloucestershire Mind's activities, workshops and services

Wellbeing Support:

8. Carry out assessments and risk assessments of potential guests referred to the Wellbeing House as directed
9. Promote resilience by supporting guests in the development and maintenance of individual Wellness and Safety plans
10. To assess, coach and plan using the Five Ways to Wellbeing Framework
11. Monitor and evaluate individual Wellbeing Plans
12. Work alongside guests to identify needs to be met both during their stay and when they leave
13. To work with guests in a recovery orientated, solution focused, person centred and holistic way
14. To manage Wellbeing Reviews for own caseload with support and direction from the Wellbeing House Lead and general management
15. Assist peer support volunteers in providing peer support and daily tasks in the house
16. To work alongside guests to identify and network with agencies and individuals who are able to assist in the process of solving practical problems
17. Participate in the development of a service that is welcoming, user friendly and empowering
18. Ensure excellent Partnership working by working in collaboration with mental health workers in statutory and non-statutory services, thus enabling continuity of care and co-ordination of services
19. Ensure the promotion of resilience building through effective evaluation of guests wellness and experience and monitoring the endurance of outcomes with support and direction of the Wellbeing House Manager

Advice and Information

20. Provide up to date information, signposting and referral.
21. Provide and signpost mental health advocacy accordingly.

Person Specification:
Knowledge/Experience:

Essential:

- Self-motivated with energy, commitment and enthusiasm
- Ability to establish and maintain good working relationships with colleagues and other professionals
- Knowledge and experience of supporting and coaching people to improve their wellbeing
- Understanding of safeguarding and the protection of vulnerable adults
- Understanding of Confidentiality
- Good IT skills including use of Microsoft Office, email and internet
- Experience of accurate collecting and recording of data
- Experience of working with individuals with poor mental health and an understanding of their issues and concerns
- Excellent interpersonal and communication skills which support the efficient functioning of the team and the service
- A flexible approach to managing and prioritising a varied workload and multiple tasks
- Able to work on own initiative and as part of a team
- Ability and willingness to reflect on work practice and be open to constructive feedback
- Ability to work in an enabling and creative way
- Willingness to support Volunteers and guests with a range of needs to meet their goals
- Understanding and practical knowledge of recovery
- Knowledge and commitment to service users rights
- Understanding of the impact of stigma and discrimination
- Ability to work shifts on a rota basis including weekends and bank holidays
- Driving License or ability to travel

Desirable:

- First Aid certificate
- An understanding of Mind and its networks, or similar structures within the voluntary sector

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

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 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.