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| **Job title** | Wellbeing Support Worker |
| **Responsible to** | Wellbeing Services Manager |
| **Geographical Reach** | Medway, North Kent |
| **Base** | Chatham / Dartford |
| **Hours** | Full time – 37 hours |
| **Salary** | £22,232 |
| **Contract** | Permanent |

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**Job Description: Wellbeing Support Worker**

**Purpose of Post**

This post is to deliver or help to deliver a range of Recovery and Inclusion Support Services to people over 17 who, living in the North Kent (Dartford, Gravesend, Medway and Swanley) area, and experience mental health issues. The elements which currently comprise North Kent Mind Wellbeing Services are:

* Open and Activity Sessions (including a digital session on Saturdays)
* Self-Management Groups; Coping with Life Courses
* Self-Management Groups; Mindfulness
* Young Person’s Groups
* Co-production Panel
* Tablet Loan Scheme
* A blended approach of both in-person and digital engagement support work
* Facilitating and embedding outcome monitoring systems

A Wellbeing Support Worker will be involved in all of these elements.

**Structure of the Post**

Wellbeing Support Workers are supervised by the Wellbeing Services Manager. They must be flexible to work in several venues throughout the North Kent area, and also at times in venues out of area. This role includes facilitation of an activity session every Saturday. Working alongside the Wellbeing Services Manager, you will also have the opportunity to help shape and deliver digital only groups, so excellent organisational skills are required.

For the calculation of travel expenses, the North Kent Mind Offices in Chatham or Dartford shall be considered the base throughout (dependant on your location) and travel between home and another working venue can only be claimed insofar as it is in excess of the distance between home and base. All time in travel between venues is counted as time worked.

A Wellbeing Support Worker must be flexible to work some evenings and weekends as necessary. The precise deployment of staff will be based on a rota pattern for our digital and in person groups, which will be pre-published every 3 months. The respective balance of the elements listed in this job description may change in accordance with the needs of the organisation as defined by the Wellbeing Support Services Manager. Contracted hours will be worked on an average weekly basis over a month rather than on a strict weekly basis. All staff within the North Kent Mind service are responsible for their own admin, including the inputting of outcome monitoring data and the intake of new referrals. This is a new service and may be subject to amendment.

**A: DUTIES OF THE POST: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
   * Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
   * Promotes Social Inclusion, Empowerment, Well-being, and the Recovery Model
   * Respects, encourages, and builds on individual clients’ coping strategies, skills, and autonomy, and is in keeping with the Codes of Practice for Social Care Workers as defined by the General Social Care Workers
   * Maintains good liaison with any other outside agencies as is necessary
   * Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
   * Adheres to the principles of the Social Care Standards as defined by the GCSI
2. To participate in supervision and appraisal
3. To attend staff meetings and Support Services team meetings
4. To attend training/meetings and some annual events as required
5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

**B. DUTIES OF THE POST: COMMON**

These duties apply to all Wellbeing Support Workers.

* Embed all Live Well Medway, and Live well Kent outcomes and methodology into the service
* Efficient facilitation of outcome monitoring systems and inputting of outcome data
* Participate in local community events at least twice a year.

Our Sessions will be normally 2 hours in duration, and time is allowed for set-up and clear-up, and support for volunteers. A Wellbeing Support Worker working in these sessions will be jointly responsible with any co-worker for all aspects of the sessions they run. These include:

1. Setting-up the venue prior to the session starting and clearing up at the end of the session.
2. Ensuring a register of participants is kept.
3. Organising the provision of snacks and refreshments where this is part of the North Kent Mind Service, and there is no onsite resource.
4. Facilitating and arranging activities as informed through consultation with participants.
5. Offering individual service-users support, advice, information, and a listening ear, but to ensure such 1-to-1 work is not to the detriment of the other session roles.
6. Dealing appropriately with any crises or incidents which occur.
7. Welcoming new service users by:
   * Ascertaining that they pass the service criteria
   * Ensuring that all relevant registration paperwork is fully completed
   * Exploring what they hope to gain from involvement with the service and setting a goal related support plan.
   * Informing them of other North Kent Mind services, and further information on the drop-in/activity sessions
8. Signposting service-users to other relevant services run, Live Well Medway, North Kent Mind, or other local providers.
9. Collecting any monies due from service-users to North Kent Mind which result from the provision of these sessions.
10. Ensuring service-users are aware of, and abide by, the Code of Conduct
11. Facilitating the monthly Coproduction Forum where this coincides with the sessions they run, and ensuring it is adequately minuted and encourages user-participation and empowerment.
12. Providing support to any volunteers that work within the sessions.
13. Undertaking regular monitoring using SWEMWBS
14. Fully embedding MECC and the Five Ways to Wellbeing
15. Utilizing the ONS regularly (Medway Services only)

Where sessions have a focus on developmental activities:

1. Plan and structure the required number of sessions for the given activity.
2. Negotiate with the Senior Recovery and Community Inclusion Support Worker /Wellbeing Services Manager as to any requirement for equipment needed for the activity sessions.
3. Facilitate the group activity in accordance with accepted good practices.
4. Collect and analyse feedback from participants as required

**Self-Management Groups (Coping with Life, Young Person’s Group, and Mindfulness)**

1. To run groups of participants who suffer from similar mental health conditions, enabling them to find and share ways of managing these conditions better, using Coping with Life and Mindfulness models approved by North Kent Mind.
2. Ensuring a register of participants is kept and all monitoring data is completed.
3. Collecting and recording any monies due from service-users to North Kent Mind which result from the provision of the self-management group.
4. Providing support to any volunteers involved with the activity
5. Collecting and analysing feedback from participants to improve performance
6. To monitor intake and take referrals.

**LWK Medway Tablet Loan Scheme**

1. To ensure digital inclusion of all registered service users.
2. To liaise closely with the Recovery and Inclusion Coordinator and other Support Workers to ensure an efficiently monitored and supported tablet loan scheme.
3. Supply basic IT support as required to enable service users to attend digital sessions.

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**Wellbeing Support Worker Personal Specification**

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| **Criteria** | **Essential** | **Desirable** |
| An understanding of the issues affecting people with mental health problems | ✓ |  |
| An awareness and understanding of how people can move forward with their lives | ✓ |  |
| A non-judgemental attitude to mental health service users | ✓ |  |
| An empowering and positive attitude to mental health service users | ✓ |  |
| An understanding of the social inclusion agenda | ✓ |  |
| An awareness and understanding of the six ways to well being | ✓ |  |
| An awareness and understanding of Making Every Contact Count |  | ✓ |
| Am understanding of SWEMWBS and ONS |  | ✓ |
| Ability to work with service users on a diverse range of subjects | ✓ |  |
| Experience of facilitating monitoring systems efficiently. | ✓ |  |
| Experience of delivering support services digitally |  | ✓ |
| Experience of inputting of monitoring data |  | ✓ |
| Ability to work within a team | ✓ |  |
| Experience of supporting volunteers |  | ✓ |
| Good written skills | ✓ |  |
| Excellent communication skills | ✓ |  |
| Good listening skills | ✓ |  |
| An understanding of the need for strong professional boundaries | ✓ |  |
| Pro active and flexible approach to problem solving | ✓ |  |
| Experience of working with, and ability to facilitate psychoeducational groups | ✓ |  |
| Good organisation skills | ✓ |  |
| Comprehensive computer skills | ✓ |  |
| Able to work on alone and on own initiative | ✓ |  |
| Car driver/owner |  | ✓ |
| Ability to work Saturdays and flexible hours | ✓ |  |