



Job title	Wellbeing Coach
Responsible to	Adult Support Services Manager
Geographical Reach	North Kent
Base	Dartford
Hours	37hrs
Salary	£24,772
Contract	2 years fixed term

Job Description: Wellbeing Coach

Purpose of Post

This post is to deliver or help to deliver a range of Wellbeing Services, predominantly in-person within community venues, to people who live in the North Kent area, and experience mental health issues.

Structure of the Post

Wellbeing Coaches are supervised by the Adult Support Services Manager. The post holder must be flexible to work in several venues throughout the North Kent area, and at times in venues out of area. This post is based in our Medway office, but at times may need to support peers with group facilitation, including working across both DGS and Medway

For the calculation of travel expenses, the North Kent Mind Offices in Medway shall be considered the base throughout 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 Coach must be flexible to work some evenings and weekends as necessary. 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 Adult 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, along with embedding a robust evaluation process. This may be subject to amendment.

Wellbeing Services are expected to be in person, although weekend or evening client work may be facilitated remotely as instructed by the Adult Support Services Manager.

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, GDPR, 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
- To participate in supervision and appraisal
- To attend staff meetings and Support Services team meetings
- To attend training/meetings and some annual events as required
- 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: SPECIFIC

- Embed all required outcomes and methodology into the service.
- Efficient facilitation of outcome monitoring systems and inputting of outcome data in line with contractual obligations.
- Participate in local community events as required by the Adult Support Services Manager.
- Conducting telephone assessments with clients at start of referral process.
- Cocreating a person-centred support plan with all participants.
- Deliver psychoeducational and psychosocial interventions, overseeing a caseload with person-centred, trauma informed support, motivating behaviour and recovery.
- Signposting and linking in individuals who are unsuitable for the services.
- Delivering a Mental health recovery programme consisting of Psychosocial Courses, including overseeing intake and attendance, revision of materials as required by the Adult Support Services Manager Recovery sessions take place every Monday, Tuesday and Wednesday.
- Deliver Individual Support Sessions, including overseeing intake and attendance, revision of materials as required by Adult Support Services Manager, overseeing a caseload with person-centred, trauma informed support, motivating behaviour and recovery
- Dealing appropriately with any crises or incidents which occur.
- Ensuring service-users are aware of, and abide by, the Code of Conduct
- Work closely with our Peer Support models and embed coproduction in all aspects of support.
- Providing support to volunteers generally and as requested by the Adult Support Services Manager
- Plan and structure all sessions for the given activity.
- Facilitate the group activity in accordance with accepted good practices.
- Collect and analyse feedback from participants as required.
- Provide accessible, culturally sensitive, safe services that people trust and want to use.
- Embed and facilitate Trauma Informed Practise.
- To serve as a member of the Wellbeing services Team, taking telephone calls from service users, staff and outside organisations.
- To gain a full understanding and working knowledge of the Live Well Kent database and to keep this up to date. To develop a strong understanding of the service user tracker.
- To check the dashboards on internal system on a regular basis and to action referrals
- To work within confidentiality and information governance guidelines, to protect clients person information at all times.

- To undertake any other general administrative task that may be required.

Person Specification

Essential Criteria

Mental Health Awareness & Experience

- Demonstrable experience or a strong understanding of supporting people with mental health challenges, either in a professional, voluntary, or personal capacity.
- An understanding of the impact mental health conditions can have on an individual's daily life, relationships, and recovery journey.

Session Facilitation & Engagement

- Proven ability to plan, facilitate, and evaluate structured group interventions, psychoeducational courses, or wellbeing workshops.
- Confident in creating safe, inclusive, and engaging group environments that promote participation and learning.

Communication & Interpersonal Skills

- Excellent verbal and written communication skills, with the ability to engage sensitively and effectively with a diverse range of people.
- Strong active listening skills and the ability to build trusting, professional relationships with service users, colleagues, and external partners.
- Adaptability with communication styles when working directly with service users with neurodiversity.

Person-Centred & Trauma-Informed Approach

- Awareness of trauma-informed practice and a commitment to delivering support that is person-centred, strengths-based, and empowering.
- Respect for personal autonomy, cultural diversity, and lived experience.

Flexibility & Travel

- Willingness and ability to travel to multiple community venues across North Kent (primarily Medway).
- Flexibility to work some evenings and occasional weekends to meet service needs.

Organisation & Administration

- Strong administrative and IT skills, including accurate record-keeping, data input, and outcome monitoring.
- Excellent time management and the ability to work independently within agreed boundaries and deadlines.

Desirable Criteria

Lived Experience

- Personal or close experience of mental health challenges, either directly or through supporting others, with the ability to draw on this insight in a reflective and professional way.
- Understanding of neurodiversity, either through own diagnosis or family and friends with diagnosis or who identify as such.

Local Knowledge

- Understanding of the mental health and wellbeing landscape in North Kent, including community resources and referral pathways.

Qualifications & Training

- Relevant qualifications or training in mental health, counselling, psychology, social work, education, or a related field.
- Be willing to attend a full days training bespoke to the course content.
- Shadow other team members within their roles to understand the structure of service.
- Undertake half a day's induction with service manager.
- Attend a mandatory 3 day internal training.

Multi-Agency Working

- Experience working collaboratively with other professionals or agencies to support individuals with complex or ongoing needs.

Innovation & Creativity

- Ability to contribute to service development by bringing new ideas, adapting resources, and responding creatively to the evolving needs of service users.

Additional Information

- This role may require an Enhanced DBS check.
- Travel expenses are reimbursed in accordance with North Kent Mind's policy.
- All staff are responsible for ensuring they meet ongoing training and CPD requirements as directed by their manager.