Job Description

Job Title: Community Wellbeing Support Officer

Responsible to: Community Wellbeing Service Coordinator

Member of: Staff team

Hours: 22.5 hours per week/flexible

Pay scale: £26,000 FTE (– fixed salary point) £15,600 (- actual)

Pension details: 8% (5% employer contribution, 3% employee contribution)

Location: Mind Aberystwyth Office with travel across Ceredigion – flexible/home working option considered

Mission Statement
"Our mission is to be an organisation of excellence with an ever-changing and diverse range of activities and services that promotes psychological and physical well-being, stimulates recovery and leads to social inclusion within mainstream society."

Ethos
To ensure that the concepts of personalisation, recovery, psychological and physical well-being and social inclusion are present throughout the organisation. To carry these out in a manner that reflects our commitment to being a green and ethical company.

To uphold and promote Mind Aberystwyth's values, policies and procedures and ensure that no service delivery activities compromise the name of Mind Aberystwyth, and its legal, contractual or financial liabilities.

Purpose of job

- To provide support, information and advice to clients living across the county of Ceredigion who are referred to our services.
- To ensure that all clients are provided with accurate and up to date specialist information and advice, that raises awareness of their issues and ensures that people referred to us who are living across the county are given the right information at the right time to support them in maintaining and sustaining their mental health and wellbeing.
- To deliver tailored, timely, flexible and responsive wellbeing support to clients across Ceredigion in a range of office and community wellbeing outreach settings that meet their needs.

- To ensure that our work with clients helps to sustain their overall mental and physical wellbeing.
- To work with clients in planning for and engaging them in community-based opportunities, that sit outside traditional models of support, such as access to wellbeing and social activities, art sessions, coffee mornings, day trips and respite support.
- To ensure that the voice of the clients and their needs are heard and supported at local, regional and national levels.

Main Duties

- To provide accurate and up to date specialist information and advice to clients to raise awareness of their issues, including work to support income maximisation, welfare benefits checks and assistance with completing forms.
- To ensure that clients living across Ceredigion are given the right information at the right time to support them in managing and maintaining their mental health and wellbeing.
- To deliver tailored, timely, flexible and responsive support to clients living across Ceredigion in office based and community outreach settings.
- To ensure that the wider needs of clients are identified and addressed either by the Community Wellbeing Service or through a supported referral onto specialist partner organisations.
- To ensure that there is a focus on maintaining and supporting the mental health and wellbeing of clients, in line with safeguarding guidelines and onward referral to specialist support.
- To develop and maintain strong working relationships with organisations and partners across health and social care and more widely that provide information and support for clients to ensure the most up to date and accurate advice is provided.
- To work towards providing equitable access for specialist provision to clients living across the county and to assist as a part of a wider support team in other aspects of service delivery as appropriate.
- To support the Wellbeing Service Coordinator and Interim Executive Officer in ensuring that effective Quality Assurance and monitoring systems are developed and maintained for the service.
- To ensure the service is meeting targets as agreed with the Wellbeing Service Coordinator and Interim Executive Officer in line with the requirements from the funder.
- To maintain appropriate performance and delivery records as required and provide regular reports on progress in 121 support sessions and at team meetings.
- To provide required monitoring information to the Wellbeing Service Coordinator in a timely and accurate manner.
- To conduct other activities including talks and attending events to raise awareness of the Community Wellbeing Service.
- To represent the service/charity at interagency meetings, as agreed with the Wellbeing Service Coordinator and Interim Executive Officer.

- To work in partnership with other agencies with a focus on maintaining and sustaining client wellbeing.

General requirements

- To undertake professional development as required and ensure compliance with all legal and regulatory guidance.
- To promote and ensure safe working practices in line with Health and Safety legislative and good practice requirements.
- To participate in regular, documented supervision sessions with the Wellbeing Service Coordinator or other members of the Management Team.
- To actively participate as a member of the staff team and to work within the philosophy and policies of Mind Aberystwyth.
- To ensure confidentiality is maintained at all times.
- To comply with the Code of Conduct and respect the personal choice and lifestyles of colleagues, carers and people with care needs, ensuring that Equal Opportunity and Diversity principles are always applied.
- To undertake any other duties that may be considered commensurate with the level of the post.

Competencies and Behaviours

- Manages unexpected events professionally and understands when it is appropriate to escalate.
- Plans work to ensure ability to deliver a quality service and works to a plan with clear milestones.
- Adopts plans or reprioritises to respond to urgent needs.
- Makes clear decisions and stands by them, stating clear rationale.
- Is open to sharing knowledge and learning from others.
- Is helpful, courteous and patient.
- Is sensitive to others and is aware of own impact.
- Communicates clearly and concisely.
- Listens carefully, asks questions and records information accurately.
- Remains calm, measured and balanced in challenging situations.
- Communicates own viewpoint and understanding of the situation with confidence.
- Is willing to adapt to new ways of working.
- Contributes ideas for making improvements.
- Responds quickly to requests for information.
- Actively seeks feedback and adapts behaviour when necessary.
- Will identify issues and concerns within working area.

Personal Specification

Essential Experience

- Experience of working to provide high level service provision within a support environment.

- Successful proven experience of working within a team environment and of adapting approaches to different team dynamics.
- General practical or specialist experience of/an understanding of working within the mental health or social care settings.
- Ability to work through information and data to provide monitoring outcomes for the management team.
- Experience of producing and keeping performance and delivery records up to date.
- An ability to understand the importance of equality within the provision of services and addressing all forms of discrimination.
- A clear understanding and experience of the diverse mental health and social care needs of carers in local areas and communities.
- A clear understanding of and commitment to client confidentiality, data protection and GDPR.
- Experience of using IT systems and common office software applications, in particular Microsoft Word, Outlook and Excel.
- Excellent communication and interpersonal skill with an ability to adapt their approach to the circumstances.
- This post requires a car insured for business purposes.

Desirable
- Able to communicate through the medium of Welsh.
- Knowledge and understanding of Welsh culture.
- Experience of working with people with complex or multiple needs.

This position will require the successful candidate to undergo an Enhanced DBS check, as you will be delivering services to vulnerable adults and/or young people.

Successful applicants will be subject to two satisfactory references and a 6-month probation period, and all service contracts are dependent upon funding.