



## JOB DESCRIPTION

### **WELLBEING SERVICE WORKER**

<b>HOURS:</b>	37 hours per week
<b>SALARY:</b>	£21,166 - £24,313 (SCP 11-18) per annum
<b>CONTRACT:</b>	Open Ended
<b>HOLIDAYS:</b>	28 days plus bank holidays (per annum)
<b>PENSION:</b>	Auto-enrolment scheme in place
<b>PROBATIONARY PERIOD:</b>	6 Months
<b>ACCOUNTABLE TO:</b>	Locality Team Manager
<b>PLACE OF WORK:</b>	Oxford City, The Mill

### **ABOUT OXFORDSHIRE MIND**

We're Mind, the mental health charity. We're here to make sure anyone with a mental health problem has somewhere to turn for advice and support; in total over 20,000 people in Oxfordshire access our services each year. With one in four people experiencing a mental health problem at some point in their lives, people need Mind more than ever. Our work includes:

- The Transitional Supported Housing Recovery Service (part of the Oxfordshire Mental Health Partnership).
- The TalkingSpace Plus psychological therapy service in partnership with Oxford Health NHS Foundation Trust.
- The Oxfordshire Mind Wellbeing Service, which is part of both the TalkingSpace Plus and Oxfordshire Mental Health Partnerships and includes:
  - Several Wellbeing Centres throughout the county
  - Public Wellbeing & Information Services
  - Physical Activity and Wellbeing
  - Benefits for Better Mental Health, a welfare benefits advice service
  - Volunteering and Peer Support Opportunities
- Raising awareness and campaigning activity.

We employ over 100 staff and operate in 28 locations around the county.

## **RESPONSIBILITIES**

(Undertaken with the designated WBS Locality Team Manager)

The key responsibilities of the Wellbeing Service Worker are to:

1. Provide Options Sessions.
2. Deliver Educational and Coping Skills courses.
3. Facilitate Peer Support Sessions.

### **1. Provide Options Sessions**

Keep up-to-date with appropriate information about Oxfordshire Mind Options Sessions and mental health Wellbeing Service available within the locality hub and countywide service.

Ensure that people accessing the Wellbeing Service receive an appropriate assessment of initial needs through an initial Options Session. Signposting individuals to relevant services provided by Oxfordshire Mind and external partners offering mainstream services and support.

Manage booked Options Sessions appointments via Outlook diary including data collection, entry and reporting of outcomes to ensure follow up contact with service users at an agreed date.

Record details, data collection and report outcomes of individual Warwick Edinburgh Mental Well-Being Scale (WEMWBS) scores, referrals and signposting follow-up actions including data entry within Oxfordshire Mind adopted data collection and reporting system.

Promote wellbeing to the wider communities within the hub locality.

Work with individuals to identify their own hopes and goals, support them to develop a personal action plan to increase resilience and maintain wellbeing accessing support services available within the Wellbeing Service, TalkingSpace Plus, Oxfordshire Mental Health Partnership and other mental health services including main stream facilities.

Review and assess progress of individuals and offer Wellbeing Service support and signposting as appropriate.

Work flexibly as part of the wider Wellbeing Service including time based at Osney Mead to support provision of the Information Service including Information Line and Options Session rota.

### **2. Deliver Educational and Coping Skills Courses**

Contribute to the design, development and evaluation of courses and workshops in response to need.

Deliver and/or co-deliver educational and coping skills courses within agreed protocols.

Help develop course ground rules and procedures to maintain a safe environment.

Actively promote Educational and Coping Skills courses to ensure information is accessible, widely available and current.

### **3. Facilitate Peer Support**

Develop, maintain and facilitate a broad range of appropriate and responsive wellbeing Peer Support needs, whether geographical or experience based.

Create and maintain a relaxed and accepting atmosphere alongside people, enabling them to share responsibility in the planning, developing and running of the Peer Support group.

Work with people to develop ground rules and procedures to maintain a safe environment.

Ensure that people have opportunities to develop appropriate skills required to become Peer Supporters.

Offer support to people when they are in distress and enable them to access other help and support services as necessary.

### **Liaison and Development Work**

Work with colleagues across Oxfordshire Mind, the Oxfordshire Mental Health Partnership, TalkingSpace Plus and other mental health service partner organisations and professionals including GPs.

Promote and publicise the service including representing the organisation at meetings and community events.

Liaise with outside organisations and individuals to ensure the service remains accessible to all individuals and groups for example younger adults, women with children, black and minority ethnic communities, veterans and groups who may have difficulty in accessing services.

Develop a wide knowledge of local communities in order to facilitate and support access to the service

Ensure the experiences of people who access Mind services have the opportunity to engage with, to influence and to participate in the running of our services.

### **Quality**

Liaise with the Oxfordshire Mind PR & Communications Officer to ensure that all publicity material meets both Oxfordshire Mind and National Mind guidelines.

Ensure compliance with Oxfordshire Mind policies, systems and procedures to ensure:

- Financial, reporting and administrative deadlines are met
- Effective liaison with partner agencies and stakeholders
- Regular data collection, recording and systems for service monitoring and evaluation
- Provision of locality supervision and support to volunteers, locum workers and students on placement
- Health and Safety– including appropriate risk assessments are carried out
- Safeguarding of children and vulnerable adults

**Supervision, training, meetings and support**

- Ensure staff training is kept up to date.
- Attend regular supervision and participate in annual appraisals.
- Attend training as appropriate.
- Be proactive in reviewing and evaluating personal performance and identifying areas for improvement and development.
- Attend and participate in team meetings and other meetings as required.

**General**

- Adhere to Oxfordshire Mind Policies and Procedures at all times.
- Occasional evening and weekend work will be required.
- Cover for other members of the team as necessary.

This job description covers the current range of duties and will be reviewed from time to time. It is Oxfordshire Mind's aim to reach agreement on changes, but if agreement is not possible, Oxfordshire Mind reserves the right to change this job description.

## **PERSONAL SPECIFICATION / SELECTION CRITERIA**

### **WELLBEING SERVICE WORKER**

#### **Experience and Understanding**

- a) Minimum of six months' experience in a relevant setting
- b) Strong understanding of mental health issues
- c) Experience of working with individuals enabling them to identify their own goals to support personal wellbeing and recovery, and the ability to support them in pursuing these
- d) Experience of working in an often-demanding environment
- e) Understanding and knowledge of how to safeguard vulnerable service users
- f) Experience of facilitating groups and enabling people to articulate and meet needs together

#### **Skills and Knowledge**

- g) Positive attitude and understanding of mental health and sensitivity to the needs of people living with mental health problems
- h) Excellent verbal communication and interpersonal skills
- i) Organisational, planning, administrative and IT skills including Microsoft Office and Outlook
- j) Effective team worker with ability to take initiative and work on an individual basis
- k) Ability to work in an unstructured setting and deal with conflicting demands.
- l) Capacity to cope effectively with the pressures of the post and to use the support and supervision provided
- m) Experience of design and development of training resources and interventions including delivery of training programmes
- n) Strong commitment to the involvement of people who use services, social inclusion and recovery

#### **Desirable**

- o) AET (Award in Education & Training) or PTTLS (Preparing to Teach in the Lifelong Learning Sector)
- p) Lived experience of mental health (including supporting friends and family)

The following are required of all roles with Oxfordshire Mind. However, you do not need to address these in your application:

- Genuine interest in and commitment to Oxfordshire Mind's work and client group
- Strong commitment to equality and diversity
- Willingness to work flexibly in response to changing organisational requirements
- Willingness and ability to work hours outside of normal office hours on occasion

**VERY IMPORTANT:** Applicants should structure their application by responding to each of the points listed in the Person Specification / Selection Criteria. The short-listing panel make their decisions based on this information and no assumptions about your skills or experience will be made. CV's will not be accepted.