**Job Title:** Wellbeing Assistant

**Line Management:** Mental Health Coach Manager & Brand Champion

**Location:** Dunmow

**Rate:** £12.56 per hour

**Hours:** Flexible according to the needs of the service and your availability.

Service is available Monday to Saturday 9am-8pm.

Mind in West Essex is a mental health charity. We are an independent organisation affiliated to Mind (the national association for mental health), an organisation with which we share common values and principles. We aim to support people affected by mental ill health through the provision of a range of community-based services within the West Essex area.

**Purpose of the Job**

The main objective is to promote the social inclusion and increased community activity of people aged 18 to 65 who are experiencing mental ill health. The Wellbeing Assistant will support people to access and maintain contact with mainstream services, resources and facilities. The Wellbeing Assistant will facilitate the service users to achieve the goals identified in their Self Directed Support Plan and include work in the following life domains:

Access to the community

Everyday tasks ie food, maintaining a home

Relationships and family

Risk and safety including health and others

Support and advocacy

**Key Tasks**

**Individual**

1. To hold a case load of clients with whom the Wellbeing Assistant will maintain and review the Support Plan in line with the Self Directed Support model.
2. To support clients to achieve the goals they identify and aspire to in their Support Plans.
3. To work as part of a team to ensure clients maintain a healthy lifestyle for people with a mental illness, providing a therapeutic environment underpinned by Recovery Model approaches.

**Policies and Administration**

1. To maintain records and prepare and present reports and statistical information in line with the requirements of the service.
2. To comply with all Mind in West Essex policies and procedures such as Equal Opportunities, Confidentiality and Safeguarding.
3. To undertake risk assessments in accordance with Mind in West Essex’s Risk Management policy
4. To actively encourage the use of the Mind in West Essex Comments and Complaints procedure

**Training and Development**

1. To demonstrate commitment to the ongoing evaluation and development of the service
2. To actively engage in regular supervision, appraisal and training appropriate to the roles being undertaken
3. To contribute to effective team working and participate in staff meetings
4. To undertake other duties as required by the role.

**Essential Criteria**

* Initiative, self-motivation and the ability to self-manage the work load.
* Excellent communication skills – face-to- face, telephonic and written
* Competence in working with Microsoft Word and a willingness to develop skills in other programmes.
* Experience and fluency in the use of e-mail and the internet both as communication and research tools
* Empathy with and understanding of the needs of vulnerable people.
* Excellent organisational skills.
* The ability to keep accurate and concise records
* A positive and creative attitude towards problem solving.
* The ability to develop and maintain constructive relationships even when resolving conflict, including issues around resourcing
* Commitment to the aims, objectives, policies and procedure of Mind in West Essex.
* Commitment to develop skills and knowledge associated with Support Planning and delivery of support services
* The ability to work as part of a team, to contribute to team decision- making and to attend staff meetings
* The ability to work under the supervision of a manager
* The means to travel throughout West Essex.

**Desirable Criteria**

* Knowledge and experience of mental health services.
* Experience of supporting vulnerable adults.
* A relevant, recognised qualification. E.g. NVQ,
* Familiarity with the geography of West Essex.
* Experience of working within the voluntary sector.
* Experience of undertaking risk assessments
* Experience of working with people to maintain Support Plans
* To have a current driving licence and use of a car
* Evidence of recent training to improve skills

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or exhaustive; rather it should be regarded as providing guidelines within which the post holder works.