



Wellbeing Coach

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| Salary: | £17,072 - £20,138 FTE pro rata (dependant on skills and experience) |
| Contract Type: | Various (full-time and part-time positions available) |
| | Core hours: Monday – Friday 4pm-8pm Saturday 9.30am-5.30pm |
| Holiday allowance: | 25 days per year plus bank holidays pro rata |
| Location: | The main place of work will be The Cellar Trust, The Old School, Farfield Road, Shipley, BD18 4QP. However you will also be required to travel across the Bradford district, Airedale, Wharfedale and Craven areas as required. |
| Responsible to: | Wellbeing Lead |

The Cellar Trust is one of Bradford's leading mental health charities. We have been supporting the people of Bradford, Airedale, Wharfedale and Craven for over 30 years and continue to grow and develop our services.

We have a thriving partnership with Bradford District Care NHS Foundation Trust and we are recruiting a new team of telehealth wellbeing coaches to support the delivery of low-intensity psychological interventions within MyWellbeing College (IAPT) service.

We are looking for a team of wellbeing coaches with lived experience in the area of mental health, to provide telephone based guided self-help using disorder specific MyWellbeing College self-help workbooks. The service is aimed to support individuals experiencing a range of mild to moderate common mental health disorders.

The successful candidates will be passionate about mental health, have excellent interpersonal skills and be committed to supporting other people. They will work with people with different cultural backgrounds and ages, and should be committed to equal opportunities.

The successful candidates will be expected to attend and engage with a 15 week module of Telehealth training at Bradford University as well as a week's introductory training programme.

We are a values driven organisation; our values underpin everything that we do. They are about 'how' we do things and guide our behaviours and decisions. Our values are:

- **Respectful** - We will treat others as we would expect ourselves or our families to be treated and cared for.
- **Compassionate** - We cultivate and encourage a culture of compassion, understanding and empathy.
- **Collaborative** - We work collaboratively with service users, our trustees, the NHS, our corporate partners and our community to deliver the very best services we can.
- **Hopeful** - We believe in creating positive futures for those with mental health issues.
- **Empowering** - We believe in helping people to help themselves, by building confidence and developing skills

For more information about our organisation and the work we do visit: www.thecellartrust.org and view our social media feeds: Facebook: [/TheCellarTrust](https://www.facebook.com/TheCellarTrust), Twitter: [@TheCellarTrust](https://twitter.com/TheCellarTrust)

Closing Date: 12 midnight Sunday 26 August 2018

Interview Date: Week commencing 03 September

Informal enquiries: Linda Haynes - linda.haynes@thecellartrust.org. Please send your completed application form to polly.mellor@thecellartrust.org

Please specify at interview whether you prefer a full time or part time post.

Please note that CVs will not be accepted and applicants must use their person statement to address all areas of essential criteria in the person specification.

The Cellar Trust is an equal opportunities employer. If you would like to request any reasonable adjustments at interview stage of the recruitment process please specify this in your application.

KEY DUTIES

- Provide 30 minute one to one telephone based guided self-help sessions using the appropriate MyWellbeing College self-help workbook
- Manage a caseload of clients with support and clinical supervision
- To refer unsuitable clients on to the relevant services or back to the referral source as necessary with the advice and support of the lead practitioner if required
- Adhere to an agreed number of telephone based contacts in order to minimise client waiting times for treatment
- Complete clinical notes to a satisfactory standard and upload them within a 24 hour time frame
- Assess and respond to presentations of risk and safeguarding concerns
- Develop knowledge of local resources and utilise as necessary
- Attend regular caseload management, supervision and coaching provided within the team
- Attend Peer Support Staff meeting and other relevant meetings as required
- Participate in effective and collaborative team working by sharing relevant information with colleagues in a timely manner
- Continuously review and revise working practices, together with colleagues, to deliver best practice and increased efficiencies
- Work with unconditional positive regard towards clients
- Work with a high level of awareness of safeguarding in order to both prevent and respond appropriately to abuse
- To establish supportive and respectful relationships with clients using the MyWellbeing College service
- To model personal responsibility, self-awareness, self-belief, self-advocacy and hopefulness
- To champion clients' rights, including: dignity, equality, diversity, choice and respect
- To act as an ambassador for The Cellar Trust with external agencies and partner organisations
- To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms
- To identify personal developmental needs and discuss with your Line Manager
- To participate in mandatory training as required
- Maintain a working knowledge of current trends in mental health
- To work within The Cellar Trust and BDCFT policies including Health and Safety and General Data Protection Regulation.

PERSON SPECIFICATION

All aspects of the person specification will be assessed through the application form with additional questions at interview stage. Therefore please ensure that all of the criteria is addressed in your personal statement with examples/evidence for each aspect of the role.

The successful candidate will be required to undertake a Disclosure and Barring Service Check.

| Criteria | Essential | Desirable |
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| QUALIFICATIONS | Health related degree or equivalent qualifications or minimum 2 years mental health experience | |
| TRAINING | Willingness to undergo job development and competency based training (specified telehealth training course) | Training or qualification in counselling skills, brief therapy or similar Low Intensity CBT skills |
| | Willing and able to undertake all Trust mandatory training requirements | |
| | Completion of own personal wellbeing plan or equivalent | |
| EXPERIENCE | Lived experience of emotional distress/ mental health problems | Experience of working in the public or voluntary sector |
| | Experience of working or being in a supportive and enabling role | Experience of delivering telephone support |
| | | Experience of working in a peer support role or of mentoring/ coaching others |
| SKILLS | Ability to reflect on personal experiences of emotional distress/ mental health problems, service use and experiences of giving and receiving support | Language skills in Urdu, Gujarati, Punjabi, Bengali, Hindi, Eastern European Languages. |
| | Excellent written, verbal and non-verbal communication skills | |
| | Skills in problem solving approaches to overcome barriers to treatment and aid collaboration | |
| | Ability to record and report in an accurate and non-judgemental way | |
| | Good interpersonal skills, including active, non-judgemental listening skills, empathy, reflection and warmth | |
| | A clear interest in facilitating the process of recovery through helping others to achieve their goals | |
| | Computer literate in software applications such as Microsoft Word, Excel, search engines, Outlook etc. | |
| | Willingness to learn the Trust's IT systems | |

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| | Able to relate to and support a wide range of people with different mental health presentations | |
| | Able to support, help to manage and signpost people who may present with differing levels of risk | |
| | Professional in appearance & behaviour | |
| | Able to manage conflict & to help others to do so | |
| | Ability to maintain a healthy work/ life balance | |
| | High level of self-awareness – ability to critically appraise own performance | |
| | Comfortable with sharing personal experiences in the context of a work role | |
| | Ability and willingness to reflect on work practice, be open to constructive feedback and seek support in response to personal wellbeing and role related needs within the context of supervision | |
| | Ability to plan and prioritise workload | |
| KNOWLEDGE | Good understanding of the way in which statutory and Voluntary and community sector mental health services work locally | Appreciation of community resources available locally |
| | Appreciation of current understandings of personal and social recovery, health and wellbeing | Knowledge of issues of safeguarding |
| | Knowledge of issues relating to mental health and mental health treatments | Knowledge of Mental Health Legislation |
| PERSONAL ATTRIBUTES | Readiness to work in a demanding and responsible role | |
| | Emotional maturity | |
| | Flexibility and reliability | |
| | Energy, enthusiasm and commitment | |
| | Patient, non-judgmental, respectful and compassionate | |
| OTHER | Willing and able to travel to a range of locations locally | |
| | A willingness to work flexibly through prior arrangement | |
| | Able to fulfil Occupational Health requirements for the post (with reasonable adjustments if necessary) | |