



Wellbeing Lead

Salary:	£21,962 - £24,964 FTE pro rata (dependant on skills and experience)
Contract Type:	30 hours per week
	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:	Head of Client Services

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 Wellbeing Lead with lived experience in the area of mental health, to provide high quality leadership to a team of wellbeing coaches who provide a Telehealth service. In addition to taking a lead on a range of new projects and developments which are planned to enhance our work in the areas of Wellbeing and Telehealth. This service is a 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 2018

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

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

Leadership

- To provide strong and effective, values driven leadership - ensuring a clear sense of direction and purpose for the Team
- To champion the role of the Voluntary and Community Sector and the importance of lived expertise, as part of our wider partnerships with statutory services
- To work closely with the other service providers and other mental health services (statutory and VCS) to ensure that we develop joined up approaches and work in an integrated manner
- To be a strong ambassador for The Cellar Trust, attending meetings and committees to represent this area of work
- To lead on new pilots or programmes of work associated with telehealth and the further development of wellbeing provision – allowing us to enhance our service provision and develop new approaches
- To provide line management and supervision for the Wellbeing Coaches
- Ensure all members of the team are clear about their roles and responsibilities, and expected levels of performance, and are delivering in line with agreed individual and team action plans
- To support all member of the team and provide clear objectives and management for the Support staff and Volunteers
- Produce and manage efficient and effective rotas
- Ensure that the service is operated in a safe manner, in line with legislation and best practice guidance
- Work in a proactive manner which enables continuous learning/development and improvement in the service. This will include working with the leadership team to identify opportunities for further growth to the service
- Work with the team to develop processes and guidance for use within services
- Acting as a champion for Haven and Safe Spaces in external meetings including identifying external opportunities for further service development and growth as appropriate.
- To work with the Senior Support Workers/Senior Peer Support Workers, to manage change.
- To deal with complaints in a prompt and appropriate manner, in line with our policy

Service delivery

- To be the service lead for our Telehealth service in line with contracts, agreed service outcomes and funded projects
- To ensure the team delivers in line with the organisational purpose, strategic plan and values
- To work closely with the staff team and Head of Client Services to identify and develop new opportunities to enhance the service or develop new services for clients
- To be the lead on the client database (lamplight) including the reporting of all outcomes
- To work closely with the team to ensure a culture of continuous improvement
- To work with the Head of Client Services to develop, update and implement client related policies and procedures in line with best practice
- Ensure that the service is delivered in line with confidentiality, data protection and safe guarding legislation and guidance
- Work in a collaborative manner across The Cellar Trust – encouraging effective team work across services and ensuring positive communication
- To ensure that effective partnerships are developed with users, carers, professional and clinical staff so that their advice and expertise informs all aspects of decision making
- To facilitate multi-disciplinary team working across the service – acting as a key point of contact with statutory services including Intensive Home Treatment, Community Mental Health Teams, social care, the police etc and facilitating opportunities to further develop the multi-disciplinary approach/learning.
- This role will not primarily be delivering individual support for people, however, if needed you will be expected to work as part of the staff rota.
- Manage a reduced caseload to Provide 30 minute one to one telephone based guided self-help sessions using the appropriate MyWellbeing College self-help workbook
- Develop knowledge of local resources and utilise as necessary
- 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
- Attend regular caseload management, supervision and coaching provided within the team
- 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 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
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 or being in a supportive and enabling role	Experience of working in the public or voluntary sector
	Experience of working at supervisory or management level – either in terms of people management or taking a lead on service developments/improvements	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	

	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)	