



Recruitment Pack
Wellbeing Coach
July 2021

Thank you for your interest in working with Lancashire Mind

Who are we?

Lancashire Mind is an independent mental health charity delivering a strategy that has been co-created with the people of Lancashire. We are also an active member of the national Mind Federation and work together with partners across the country.

We are more than a mental health charity.

We're a passionate movement leading the wellbeing revolution in Lancashire.

Our purpose is to achieve the best possible mental health and wellbeing for everyone in Lancashire. To achieve this, we will:

- **Connect Minds** with ongoing engagement and co-creation
- **Change Minds** by challenging stigma and increasing knowledge around mental health
- **Support Minds** by being a source of help where and when people need to

Our work empowers people in Lancashire to value and take care of their mental health.

We work in partnership with others to provide support, raise awareness and campaign across Lancashire to make mental wellbeing a priority.

We believe that everyone can achieve mental wellbeing and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

Around 1 in 4 people in Lancashire are currently living with a mental health condition. While these individuals play an active role in society there are still too many barriers to good health, employment, and well-being. COVID-19 has had

a devastating impact on individuals, communities, jobs, and life chances. We are only just beginning to understand the mental health impacts of the pandemic upon the people we serve so it is all the more important that we keep engaging with people across the county and ensuring their voices are heard.

We are determined to ensure we are an organisation that is representative of the diversity of the whole county and to challenge the health inequalities that affect various communities. We are working to become a truly anti-racist organisation. We will not rest until we achieve mental wellbeing for everyone in Lancashire.

We raise awareness of mental health and wellbeing and the ways in which we can all take steps to improve our wellbeing through our Community Development Services. We work with businesses across Lancashire to provide effective workforce training to improve resilience and mental wellbeing and to reduce the impact of stress and mental health conditions in the workplace.

Lancashire Mind in 2021 is in a strong position, in terms of finance, leadership and with the launch of our new strategy. Our 5 strategic aims are:

1. To listen, learn and influence
2. To work with others to solve problems
3. To keep making it easier to talk about mental health and wellbeing
4. To get people the help they need
5. To keep getting better

Our purpose is underpinned by four values, which are to be: Real, Bold, Caring and Open.

We believe that, working together with others, we can make Lancashire a leading county for mental wellbeing, and ensure everyone experiencing a mental health condition is treated as an equal member of society.

Would you like to join us to connect, change and support minds?



Wellbeing Coaching

Wellbeing coaches work across Lancashire with children, young people and adults at risk of developing a mental health condition to enable them to develop coping strategies and take action to improve their wellbeing.

They deliver 1:1 and group sessions, delivering low intensity interventions to help people build resilience, develop healthy coping strategies, and improve their wellbeing and quality of life.

Sessions involve guided self-help, utilising techniques such as goal setting, thought challenging, diary planning, relaxation and breathing techniques.

Wellbeing coaches across the county are working with different target populations informed by the varied needs and challenges across Lancashire. This ranges from working in primary care with people with long term health conditions to children and young people in schools.

They work to a core delivery model that is adapted to meet the needs of people who use the service.

The role

This vacancy is for a Wellbeing Coach working with people aged 16-35 not in education in Blackburn with Darwen.

Public Health England have provided funding through the Mental Health Recovery Fund to Blackburn with Darwen Council. Lancashire Mind will be working in partnership with Shelter on this project. Lancashire Mind will provide wellbeing support and Shelter will work with people on wider challenges such as housing, financial wellbeing, debt, employment.

Recent research conducted by the council shows that this age group has been adversely affected by the pandemic and there are limited services designed specifically for them in mind. This group appears to be most financially insecure and worst impacted by covid restrictions in terms of employment, education, social, financial and mental health problems.

The Wellbeing Coach will work in partnership with other agencies in Blackburn with Darwen to reach 16–35-year-olds; providing and referring them for support based on their individual needs.

You will assess suitability for wellbeing coaching and then provide up to 6 one-hour sessions, overcoming barriers to wellbeing and working with service users to set and achieve goals. With this in mind, the successful candidate will have excellent communication skills and experience of working with individuals that services typically fail to reach.

We are looking for a bold and caring person, who is open, hardworking and creative but above all, is passionate about improving mental health and wellbeing for people in Lancashire.

What people enjoy about Lancashire Mind

- Challenging, varied, flexible and innovative work
- Shared passion for mental health and wellbeing
- Rewarding work - making a difference, seeing progression, a sense of achievement
- Feeling valued, listened to and supported by colleagues
- Working with people, the community, a wide range of organisations
- Responsibility, trust, openness and autonomy
- Opportunities to learn
- Meeting new people and being part of a passionate team
- Feeling part of something revolutionary
- Opportunity to work flexibly and achieve a good work/life balance

Organisational perks

- A 35-hour working week (full-time hours), with flexible start and finish times
- Annual holiday entitlement for full-time staff is 25 days, plus 8 bank holidays, with the potential for the days between Christmas and

New Year to be gifted to staff (pro rata for part-time staff)

- Opportunity for staff to save for their retirement through a workplace pension
- Staff are eligible for the company sick pay scheme after completion of a six-month probation
- Emergency time off - we appreciate that there can be difficult times for you and your family; the organisation offers up to five days paid leave (pro rata for part-time staff)
- All members of staff receive regular supervision, giving you protected time to reflect on and plan the work you do
- Lancashire Mind is committed to providing learning and development opportunities
- Workplace wellbeing scheme - provided by staff champions who organise wellbeing activities to support people to maintain and improve their wellbeing
- We strive to be a green organisation and take practical steps towards this
- We reimburse the cost of standard eye tests and annual flu jabs

Job description

Job title: Wellbeing Coach

Hours: Full-time, 35 hours per week

Contract: 12-month fixed-term contract

Salary: NJC points 14 (£23,080) to 19 (£25,481)

Responsible to: Mental Health Lead

Location: Working from home initially due to covid-19 restrictions. Usually a significant amount of time spent in Blackburn with Darwen for delivery

Overview

Wellbeing Coaches run 1:1 and small group sessions, delivering low intensity interventions to help people build resilience, develop healthy coping strategies, and improve their wellbeing and quality of life. This post will work on a new project in Blackburn with Darwen supporting people aged 16-35 with their wellbeing. This full-time coach will work together with a part-time coach, and both will report into the Mental Health Lead who will manage this project for Lancashire Mind.

Wellbeing Coaches are largely based within the community; there is a significant element of lone working to this role, so the successful candidate needs to be comfortable with this structure.

Main duties and responsibilities

- Coordinate the delivery of the coaching project to meet the needs of people in Blackburn with Darwen aged 16-35
- Manage a caseload of 1:1 coaching clients and small group coaching sessions to enable people to overcome barriers to mental wellbeing
- Actively promote the project in Blackburn with Darwen to generate referrals and meet quarterly project targets
- Undertake assessments determining the suitability of the referrals and the level of support most suitable for them
- Build and maintain strong and active relationships with project partners and stakeholders across Blackburn with Darwen to develop and maintain referral pathways
- Utilise techniques such as goal setting, thought challenging, diary planning, relaxation and breathing techniques as part of coaching sessions
- Work closely with project volunteers and undertake volunteer supervision where necessary
- Understand and implement key policies and procedures, such as safeguarding and GDPR compliance
- Capture and analyse quantitative and qualitative data, including feedback from service users, to feed into monitoring reports and programme evaluation
- Support the Mental Health Lead to monitor quality of delivery and impact of project activities
- Maintain accurate records and input data into spreadsheets and Lancashire Mind's database
- Attend internal and external meetings, events and training, as and when necessary
- Undertake flexible working hours, including some weekend and evening work and travel across Lancashire
- Abide by Lancashire Mind's policies and procedures
- Undertake other tasks and duties as deemed appropriate by a Lead or member of the Senior Management Team

Please note: Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding our service users. Therefore, this post is subject to an enhanced Disclosure and Barring Service (DBS) check and we will ask you to provide evidence of your qualifications and right to work, if you are invited to interview.

Person specification

We only consider inviting to interview people who show that they possess the following qualifications, skills, experiences and personal attributes. When you fill in your application form, use examples from your professional and personal life to illustrate how you fulfil all the criteria required at application stage.

	Criteria	Assessed at application (A) or interview (I)
Qualifications	1. Qualified to degree level in a related subject and/or Relevant work experience in a similar role or with transferrable skills	A
	1. Qualification, training, evidence of CPD, or relevant experience in coaching, counselling or a related subject (e.g. motivational interviewing, behaviour change interventions, etc.)	A
Knowledge and experience	1. Direct experience of supporting people with their health or wellbeing in both one-to-one and group settings	A and I
	2. Experience of coaching people and using techniques such as guided self-help, thought challenging and goal setting	A and I
	3. Knowledge and understanding of mental health and the barriers that people face to achieving mental wellbeing	A and I
	4. Experience of successfully engaging and working with a wide range of stakeholders to deliver project outcomes	A and I
	5. Knowledge and understanding of safeguarding, professional boundaries, confidentiality and data protection	I
Skills, abilities and competencies	1. Ability to communicate effectively with a wide range of people and through a variety of methods	I
	2. Ability to motivate and inspire others, including colleagues and people who use Lancashire Mind services	I
	3. Ability to handle multiple tasks in a fast-paced environment, working both independently and in a team	A
	4. Excellent numeracy, literacy and report writing skills with the ability to maintain accurate records	A
	5. Excellent office IT skills (Microsoft Office 365, including Excel) and the ability to learn new software packages, including video conferencing platforms	Test at interview
Personal attributes	1. Resilient and committed to promoting mental wellbeing for all	A
	2. A demonstrable personal commitment to equal opportunities	I
	3. Positive, enthusiastic and friendly attitude	I

To apply

Applications must be submitted using a Lancashire Mind job application form, which can be downloaded from our website – www.lancashiremind.org.uk/recruitment. If you are unable to access this online please call us on 01257 231 661 to request a recruitment pack. We do not, under any circumstances, accept CV's.

The deadline for applications is 9am on **2 August 2021**. Email your completed application form to admin@lancashiremind.org.uk – please do not convert your form to a PDF, otherwise it is not possible for us to remove the identifying information before sending your application to the recruitment panel.

Late applications will not be accepted. Those who do not adequately illustrate how they fulfil all criteria within the person specification, that are required at application stage, will not be considered for shortlisting.

Lancashire Mind is an equal opportunities employer and welcomes applications from all sections of the community, particularly candidates with a lived experience of mental health conditions who fulfil all the criteria within the person specification.

Interviews for this post are scheduled to take place on **19 August and will take place on Zoom**. Please reserve this date in your diary because alternative dates cannot be offered.

If you have not heard from us by two weeks after the deadline, please assume that you have not been shortlisted on this occasion. The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

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