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| **Wellbeing Advisor** |
| **Job Description** |

**JOB TITLE:** Wellbeing Advisor

**LOCATION:** Croydon BME Forum, 56a Mitcham Road, Croydon CR0 3RG

Wellness Centre, Whitgift Centre, First Floor, Unit 1040

**REPORTING TO:** The Chief Executive of Croydon BME Forum

**SALARY:** £28,560 per annum FTE

**HOURS:** 37.5 hours a week

**CONTRACT:** 12 month fixed-term contract

Monday – Friday, one Saturday drop-in per month

**Main responsibilities and key tasks:**

* The Wellness team is comprised of x2 wellbeing advisors and a Lead wellbeing advisor to work in partnership with the Croydon Health and Wellbeing Space, Mind in Croydon, EMHIP, and community groups and hubs to provide support for people from the Black and minority ethnic communities who reach out from the public and who are referred to us by external organisations.
* Must be able to do work one Saturday per month for a drop-in service.
* One wellbeing advisor will specialise in Employment and Education, the other will specialise in Benefits and Housing. Both wellbeing advisors will have the ability to provide mental health support to underpin their specialism.
* Manage a caseload of services users by providing mental health support with a holistic care plan that entails physical health, mental health, employment, education, housing and benefits and social activities.
* Have six sessions with the individual to identify their needs, and evaluate which intervention is beneficial and determine helpfulness of agencies and services while encouraging independence using a holistic plan.
* Assist in completing PiP, pensions and disability allowance forms, and provide knowledge of housing associations and the local authority.
* Provide knowledge of the local colleges, universities, employment coaches and business start-ups to refer to clients.
* Provide knowledge of mental health and therapeutic services available to people in the community.
* Signpost to relevant agencies/services tailored to their individual needs
* Attend 1:1 meetings and group supervision with the Lead wellbeing advisor on a monthly basis.
* Attend quarterly meetings with the Croydon Health and Wellbeing Space and Mind in Croydon with the wellbeing advisors and Lead wellbeing advisor to discuss updates on the referral pathway
* Build strong relationships with – and develop own database of – agencies, organisations, businesses, and education establishments that can provide:
* Social services that are catered towards Black and minority ethnic (BME) communities
* Resources for a (mental health-related) creative, cultural, and interactive event
* Therapeutic services such as counselling services, holistic services and support services
* Work with the Wellness team to create a programme of workshop and events that include one in-person and one zoom session per month about mental health and wellbeing that are culturally specific to BME communities who may be less willing to engage with formal services.
* Engage with 40 people in the community per year and record activities and outcomes
* Attend relevant training for your personal and professional development.

***In addition to the tasks and duties outlined in this job description, to undertake such duties as may be identified and which are generally compatible with the functions of the post***

**Person Specification**

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| **Skills and capabilities:** | **Essential** | **Desirable** |
| * Strong written and verbal communication skills * Good report writing and presentation skills * IT literate (proficiency in Microsoft Office suite) * Ability to work flexibly, with some evening and weekend work as required * Ability to build effective, working relationships with service-users and professionals from varied disciplines * Strong organisational skills: ability to effectively manage time and complete tasks * Ability to work inclusively and value diverse backgrounds and cultural contexts | E  E  E  E  E  E  E |  |
| **Personal attributes and approach:** |  |  |
| * Empathetic and understanding towards service-users * Motivated and enthusiastic in role, looking to create lasting change * Comfortable in attending supervision sessions and further training workshops * Strong understanding, acceptance, and appreciation for BME communities | E  E  E  E |  |
| **Knowledge and Experience** | **Essential** | **Desirable** |
| **Qualifications:** |  |  |
| * Relevant degree or equivalent qualification in Psychology or other mental health-related field * Certified training in Mental Health First Aid (MHFA England), or willingness to attend training | E  E |  |
| **Experience**: |  |  |
| * Experience of working with service-users within a mental health or social care setting * Basic knowledge of common mental health disorders and their symptoms * Experience and knowledge of the housing and benefits sectors including completing forms * Experience and knowledge of support services in the area * Working knowledge and experience of adapting a ‘holistic approach’ when supporting service-users * Experience of developing relationships, and working, with professionals from a range of disciplines * Experience of working with, and knowledge of, local services and initiatives that provide mental health support for diverse populations * Experience of working (or living) within a diverse community, with a strong understanding of the cultural contexts related to mental health and wellbeing * Experience of hosting and organising online or in person events/workshops/informative sessions * Experience of creating and/or managing professional databases and records * Experience of maintaining confidentiality, securely storing data, and adhering to the principles under the Data Protection Act 2018 | E  E  E  E  E  E  E  E | D  D  D |