

About Us:

Conwy Mind is a dedicated mental health charity committed to providing life-changing support to individuals facing mental health challenges. We are passionate about raising awareness, breaking down stigma, and making mental health care accessible to all in our community.

Mental Health and Wellbeing Practitioner

Salary Grade/ Rate: £20,000 per annum

Location: Unit 5325, North Wales Business Park, Abergele, Conwy, LL22 9HR

Hours: 28hrs per week

Annual Leave: 35 days pro rata (including bank holidays)

Responsible to: Services Manager

Contract: 12 months' Fixed Term

Role Overview:

The Mental Health and Wellbeing Practitioner will deliver the Supported Self-Help programme. Supported Self-Help is a psycho-educational, CBT-based programme, designed to provide early intervention mental health support, within the Primary Care arena.

The service proactively works with individuals on agreed pathways, via a facilitated self-help model. Supported Self-Help has 6 pathways: Anxiety & Panic attacks, Stress, Depression, Self-esteem, Managing Anger, Grief & Loss, Feeling alone.

This service will be delivered remotely over the phone and face to face, (or other remote method) and include posting out Supported Self-Help information/work booklets. (Full training will be given as part of the induction).

Key Responsibilities:

- ② To be responsible for a caseload of Supported Self Help clients.
- ② To work with people to overcome early signs of mental health concerns such as anxiety, depression and stress.
- ② To deliver the service and where necessary guide/actively refer to other services.
- ② To follow a set programme in providing graded exposure via a facilitated self-help model, including referring people to higher levels of intervention when required.
- ② To deliver an effective service to meet set Service Level Agreement targets.
- ② To promote/publicise the service and establish positive customer engagement and input, as well as being involved in promoting general aspects of well-being.
- ② To maintain all required records of clients to support the running of this project.
- ② To build and maintain positive relationships with key referral organisation such as GP's, community mental health teams and other third sector organisations.

- ② To participate in supervision and annual appraisal with the relevant manager and attend training as required.
- ② To participate in clinical supervision with the clinical supervisor.
- ② To assist in ensuring any incidents or disputes are dealt with promptly and fairly in line with Conwy Mind's policies and procedures and brought to the attention of management.
- ② To carry out any other tasks as reasonably required by management.

Qualifications & Experience:

- ② 12 months experience of using social care skills working face to face with the public, who may present as emotionally upset from time to time.
- ② 6 months of providing mental health/wellbeing services
- ② Level 3 in Health & Social Care or equivalent

Skills:

- ② Ability to motivate people to engage in self-help activities.
- ② Ability to offer various pathway options and promote client autonomy.
- ② Ability to deliver the service as a standalone intervention and provide psycho-educational skills to enhance maintenance of wellbeing.
- ② Ability to assess clients for suitability and make appropriate referrals when necessary.
- ② Ability to identify and manage risk incidents.
- ② Ability to work as part of a team and to work on own initiative.
- ② Ability to look after your own wellbeing needs whilst responding to the demands of a busy service.
- ② Ability to liaise and communicate with colleagues, volunteers, external agencies, and the public.
- ② Ability to carry out a range of admin tasks (input results into an Excel spreadsheet and send in weekly, word processing, attending virtual team meetings), all accurately and without supervision.
- ② Ability to work within Conwy Mind's policy and procedures. Ability to assist with promotion of services.
- ② Ability to work flexibly to meet the demands of the service, both in terms of hours and role, including evening and occasional weekend working.

Knowledge:

- ② Knowledge of supporting people with a range of mental health and associated issues.
- ② Knowledge of the current trends in mental health provision including social inclusion, early intervention, and recovery.
- ② Knowledge of local service provision in the wider third and statutory sectors. To be responsible for a caseload of Supported Self-Help clients.
- ② To work with people to overcome early signs of mental health distress such as anxiety, depression, and stress.
- ② Provide follow up calls to people finishing the Supported Self-Help Programme, but who require ongoing support.
- ② Where necessary signpost/actively refer to other services.
- ② To accurately and efficiently manage all administration processes.
- ② To deliver an effective service to meet set Service Level Agreement targets.
- ② To promote/publicise the service and establish positive customer engagement and input, as well as being involved in promoting general aspects of wellbeing.
- ② To maintain all required records of clients to support the running of this project.
- ② To build and maintain positive relationships with key partner agencies.
- ② To promote the concepts of social inclusion, early intervention and recovery and ensure this underpins service delivery. To work within Conwy Mind's values and behaviours.
- ② To ensure the service reflects a commitment to Equal Opportunities and integration and follows all policies and procedures.
- ② Keep abreast of treatments, therapies, policy, legislation, and local services relating to wellbeing.
- ② Work as part of the team including helping to cover across the organisation's duties, within training and experience limitations.

Person Specification

The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

Essential:

- ② 12 months' experience of using social care skills working face to face with the public, who may present as emotionally upset from time to time.
- ② 6 months of providing mental health/well-being services.
- ② Knowledge of local service provision in the wider third and statutory sectors. Ability to motivate people to engage in self-help activities.
- ② Ability to offer various pathway options and promote client autonomy.
- ② Ability to deliver the service as a standalone intervention and provide psycho-educational skills to enhance maintenance of wellbeing.
- ② Ability to assess clients for suitability and make appropriate referrals when necessary. Ability to identify and manage risk incidents.
- ② Ability to work as part of a team and to work on own initiative.
- ② Ability to look after your own wellbeing needs whilst responding to the demands of a busy service.
- ② Ability to liaise and communicate with colleagues, volunteers, external agencies, and the public.
- ② Ability to carry out a range of admin tasks (input results into an Excel spreadsheet and send in weekly, word processing, attending virtual team meetings), all accurately and without supervision.
- ② Ability to work within Mind's policy and procedures. Ability to assist with the promotion of services.
- ② The ability to work flexibly to meet the demands of the service, both in terms of hours and role, including evening and occasional weekend working.

Desirable:

- ② Level 3 in Health & Social Care or equivalent Knowledge
- ② Knowledge of supporting people with a range of mental health and associated issues
- ② Knowledge of the current trends in mental health provision including social inclusion, early intervention, and recovery.

Scope of job description

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

Our Application Process

We know applications can take ages to fill in, and you may also be worried that your skills and experience might not be a good fit. If you would like to have a conversation about the role before you apply, please call us.

We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equality in physical and mental health for all.

We absolutely want to make our roles as accessible as we can to the widest range of applicants, so these conversations give you the opportunity to ask questions, check your skills and experience against the role, and find out more about the application process.

Book a phone conversation with us before you apply, and we will talk you through the role, how your skills and experience might fit our job description and person specification and talk you through what to include in your CV and cover letter.

Once you have submitted your CV and cover letter, we will compare your application to what we are looking for with our person specification, and if they're a good fit we'll contact you for an interview.

Contact details for initial conversation:

recruitment@conwymind.org.uk

CV and covering letter to be emailed to:

recruitment@conwymind.org.uk

Closing date for Applications:

21st May 2025

Interview Dates:

2nd and 5th June 2025 – Interviews will be carried out face-to-face at Unit 5325, North Wales Business Park, Abergele, Conwy, LL22 8LJ

What our staff can expect from working with us

We offer a range of benefits following successful completion of your probation period:

Hybrid working - Most of our roles offer hybrid working arrangements, apart from a few fully office-based roles. There is an expectation of some office-based work in our hybrid roles, but this is usually between 1-2 days a week. Please check your role requirements at interview. If you prefer to be fully office based, you also have this option.

Staff Support - We offer an employee assistance programme to support staff, as well as catch ups and quarterly reviews. We also have a staff wellbeing lead who is involved in improving staff wellbeing.

Annual leave - 27 days annual leave (excl. bank holidays). On completing 2 years' continuous service at Conwy Mind, employees are entitled to an additional 1-day annual leave per year up to a maximum of 32 days. All leave is pro-rata for part time employees. We also offer additional compassionate and special leave.

Generous pension contribution - Conwy Mind pay 7% employer pension contribution.

Working in a values-based organisation - We are constantly trying to evolve and find ways to live our values. This means sometimes we will all get it wrong, and we will all learn together.