

1. Welcome to Conwy Mind

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.

Thank you for your interest in working with us! This framework is designed to outline how we collaborate with sessional and freelance professionals—such as counsellors, trainers, and group facilitators—who share our passion for supporting mental health and wellbeing in our community.

Our goal is to build a trusted network of people we can call on to deliver high-quality services that make a real difference. Whether you're providing one-to-one support, running workshops, or leading a group, we value the unique skills you bring.

2. Our Values and Behaviours

We put people first

- We respect and care for each other and the communities where we live and work.
- We value every person as an individual and find strength in our differences.
- We listen carefully to make sure we really understand what people are saying.

We're stronger together

- We embrace different points of view and work together to overcome our challenges.
- We're a community, always looking for ways to team up, sharing information, resources and knowledge openly.
- We support each other, celebrate our shared successes and find joy in the everyday.

We speak up for what's right

- We're serious about equity and inclusion if we see or hear something that's not right, we don't look the other way.
- We challenge each other with confidence and respect to find a way forward together.
- We speak out and fight injustice in mental health, supporting others to do the same.

We never stop learning

- We're curious, creative, and not afraid to try new things.
- We take responsibility for what we do, admit mistakes openly and share learnings widely.
- We actively look for opportunities to learn and grow so we can do better for the people who need us.

We demand better for mental health

- We're guided by lived experience, expertise, and evidence to make sure our work has the biggest impact.
- We look out for each other's mental health when we work together.
- We're passionate and determined people, always looking for ways to build a better future for mental health.

What people say about us:

[©]I would like to thank the counsellor for all her support and time and understanding. She was very professional, and it helped so much, I couldn't have got through the last months without her appointments and time and encouragement.

 $^{\it \omega}$ The course itself exceeded my expectations, it was very informative, lots of material to digest. The course trainers were very engaging with us to ensure we were familiar with all the material that we were learning. I will be recommending this course to my NHS manager for other members to attend it $^{\it \omega}$

[©]Its been a real help, my wellbeing, relationships and mindset have improved massively. The CCBT has taught me the tools I didn't realise I needed. My husband and daughter have noticed a great difference in me too and I am just in general more positive about stuff $^{\mathcal{P}}$

"Thank you SO much for all of your help; I appreciate and recognise you going out of your way and going the extra mile for me so, so much, and it really means the world and makes a difference knowing there's someone with me fighting my corner and helping me get the assistance I need?"

[©]I felt safe and listened to. The group was very respectful of one another's views and experiences, I'm looking forward to becoming a peer support group now[©]

Who This Framework Is For

We'd love to hear from you if you're a:

- Qualified Counsellor offering one-to-one support, with flexible working hours including some evenings
- Trainer who delivers mental health and wellbeing or CPD workshops
- Group facilitators for well-being session or peer support sessions
- Mental health professional in another freelance role

If you're passionate about mental health and enjoy working in a flexible, person-centred way—this could be a great fit!

Why Join Our Framework?

- Be part of an organisation making a positive impact
- Flexible opportunities matched to your skills and availability
- Fair rates of pay and prompt invoicing
- Ongoing collaboration and support from our team
- Opportunity to contribute to a growing, values-led services

What We're Looking For

We're looking for people who are:

- Qualified and registered (e.g., BACP, UKCP, HCPC)
- Experienced in supporting a variety of mental health needs
- Insured and committed to ethical, safe practice
- Reliable, compassionate, and flexible
- Open to feedback and ongoing development

Bonus points if you have:

- Experience working with young people or diverse communities
- Group facilitation or workshop delivery skills around mental health and wellbeing topics
- Ability to deliver through the medium of Welsh and other languages

How It Works

- We'll reach out when opportunities match your profile and availability.
- Work is offered on a flexible, freelance/sessional basis (no fixed hours).
- You'll be expected to follow our policies and safequarding procedures.

Pay and Invoicing

Current rate of pay (2025/26)

Preferred provider roles are offered at set rates and subject to satisfactory references / insurance documents as set out in the PPQ.

- © Counselling Rate £25.00 per hour (inclusive)
- Trainer Rate to be agreed depending on course delivered
- Group Activities Rate to be agreed depending on activity delivered
- You send us an invoice at the end of each month.
- We pay within [30] days of receiving your invoice.

Staying Connected

- Being part of our Preferred Providers Framework means you'll hear from us about upcoming opportunities.
- You can stay on the framework as long as you're active and meet our standards.
- We review the framework every year to keep it current and relevant.

What we expect from our people

Professionalism

- Communicate clearly and promptly about availability, schedules, or any changes
- Maintain confidentiality and uphold professional boundaries at all times
- Present yourself in a way that reflects positively on the organisation

Quality and Commitment

- Deliver sessions or services to a high standard, tailored to the needs of participants
- Be punctual, prepared, and present—whether online or in person
- Pollow agreed plans, or inform us in advance if any changes are needed

Adherence to Policies

- Work in line with our safeguarding, confidentiality, and equality policies
- © Complete necessary paperwork (e.g., session notes, risk assessments) as required
- Maintain up-to-date DBS and relevant professional registrations/insurance

Respect for Our Values

- Treat clients, staff, and other professionals with respect, empathy, and integrity
- Embrace inclusivity and cultural sensitivity in all aspects of your work
- Act in the best interest of those we support, always

Clear and Timely Administration

- Invoice monthly, clearly referencing work completed and dates
- Provide requested documents (e.g., insurance, qualifications) when joining and as needed
- Inform us promptly of any issues, concerns, or conflicts of interest

Openness to Feedback

- De open to feedback, and reflection when it's offered
- Let us know how we can support you to do your best work
- Share your insights—we value your expertise!

What to expect from working with us

Flexible, Values-Driven Work

- Opportunities that match your skills and passions
- Choose work that fits your schedule—no pressure, no fixed hours
- Options for remote, in-person, or hybrid delivery depending on the session

Supportive Relationships

- Friendly and responsive point of contact for all freelance work
- Access to relevant policies, procedures, and resources
- Professional check-ins for our Freelancers and opportunities for Community of practice events

Professional Development

- Opportunities to contribute to new projects or expand into new areas
- Space to share your ideas and help shape future services
- Invites to internal training when available

Fair Pay and Smooth Processes

- Ompetitive rates based on your experience and role
- Olear agreement on pay before you begin any work
- Prompt payment, typically within 30 days of receiving your invoice
- Simple, respectful contracts that recognise your freelance status

Be Part of Something Bigger

- Vour work directly supports our wider mission to improve mental health and wellbeing
- Paid sessions contribute to sustaining and expanding our free or low-cost services
- Doin a values-led organisation and a community of professionals who care

Ready to Join?

If this sounds like a good fit for you, we'd love to hear from you!

You will need to complete one of our pre-qualification questionnaire (PPQ's), which can be found on our website here and submit to recruitment@conwymind.org.uk

Let's work together to make a difference.