



Job Description

Title:	Mental Health and Wellbeing Worker
Responsible To:	Community Co-ordinator (Torfaen and Blaenau Gwent)
Grade:	NJC 8 £26,824 – 17 £31,022 pro rata for part time hours
Hours:	22.5 hours, Part-time; until March 31 st 2027
Location:	Pontypool Office

Purpose of Post:

To act as a key point of support for adults experiencing trauma and complex mental health needs, promoting recovery, resilience, and improved wellbeing through person-centred and trauma-informed approaches.

To work collaboratively with service users, colleagues, and partner organisations to develop effective support pathways and improve access to community-based mental health and wellbeing services.

To provide tailored emotional, practical, and psychoeducational support that empowers individuals to achieve their goals, strengthen coping strategies, and increase their independence and community engagement.

To deliver high-quality, outcome-focused interventions, whilst ensuring effective monitoring, evaluation, safeguarding, and reporting in line with organisational and funding requirements.

Principal Responsibilities:

1. To develop and deliver person-centred trauma-informed one-to-one and/or group support to adults who have experienced trauma and/or have complex mental health needs. Targeting delivery towards men with a focus on delivering needs based support through a range of interventions including social prescribing, psychoeducation, emotional support and the development of practical coping strategies.
2. To manage a caseload of service users, undertaking assessments, support planning, reviews, risk assessments, and case closures as appropriate, ensuring accurate and timely recording of all client information on organisational databases and case management systems.
3. To monitor and evaluate service user outcomes and service effectiveness through the

collection and analysis of evaluation data, including wellbeing measures, outcome monitoring tools, service user feedback, and satisfaction surveys.

4. To maintain accurate, timely, and confidential records in accordance with organisational policies, GDPR requirements, professional standards, and contractual obligations.
5. To ensure all work is effectively planned, monitored, and recorded to support individual outcomes, project objectives, organisational performance requirements, and reporting obligations, producing statistical information and reports as required.
6. To identify, assess, and respond appropriately to safeguarding concerns, acting in accordance with Mind in Gwent safeguarding policies, The Wales Safeguarding procedures, and relevant legislation, escalating concerns where necessary.
7. To work collaboratively with colleagues and establish effective partnerships with statutory, third-sector, community, and voluntary organisations to improve outcomes for service users and promote integrated pathways of support.
8. To provide support in locations that best meet the needs of service users, including Mind in Gwent premises, community settings, partner venues, and where appropriate through outreach or digital methods.
9. To contribute to the development, promotion, and sustainability of the project through the production of reports, case studies, publicity materials, and evaluation information for funders, stakeholders, and wider audiences.
10. To represent Mind in Gwent at meetings, forums, conferences, and events, delivering presentations, workshops, and awareness-raising activities that promote the project, share learning, and support the development of partnerships, policy influence, and future funding opportunities.
11. To support the administration and delivery of project activities, training sessions, meetings, courses, and events, including the preparation of materials, participant information, booking processes, and evaluation documentation.

EXPECTATIONS

1. To work in line with, and to support the delivery of, the vision, mission, values and goals of Mind in Gwent and to be a champion for Mind in Gwent at all times.
2. Adhere to and work within all the policies of Mind in Gwent, such as child protection policy, protection of vulnerable adults, confidentiality and data protection policies, and the policies contained within the employee handbook.

3. To actively participate, engage with, and respond to Mind in Gwent supervision and appraisal processes.
4. To attend and positively contribute to Mind in Gwent meetings and other meetings as required.
5. To attend and positively contribute to Mind in Gwent training as required.
6. To actively contribute to a positive, supportive and constructive working ethos, relationships and environment with Mind in Gwent colleagues, volunteers, partner organisations and other organisations.
7. To actively communicate about your work sharing relevant updates, achievements, and people's stories with their permission with the communications team to be shared in various ways, including on social media and in impact reports to funders or stakeholders contributing to Mind in Gwent's visibility and profile.
8. To contribute to making Mind in Gwent a greener workplace.
9. To support and contribute to our overall aim of the participation people with experience of mental health problems, including within Mind in Gwent, and to be committed to working alongside people with experience of mental health problems, as colleagues, (paid & unpaid) experts and campaigners.
10. To be flexible, adaptable and undertake work to support the aims of Mind in Gwent as required.

Disclosure and Barring Service Check

Due to the nature of this job, it may be necessary for the appropriate level of Disclosure and Barring Service Check to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders 1974 (Exemptions) (Amendments) Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the Authority. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Experience

1. Experience of working with people with mental health and wellbeing problems to identify the support they need and deliver interventions to address the problems or challenges they are experiencing.
2. Experience of working in a trauma-informed manner, demonstrating an understanding of the impact of trauma on individuals' mental health, wellbeing.
3. Experience of working closely with others as part of a team.
4. Experience of working in partnership with other professionals and agencies to deliver a service.
5. Experience of managing and prioritising a case load.
6. Experience of recognising, responding to, and appropriately escalating safeguarding concerns.
7. Direct or indirect experience of with mental health and wellbeing problems.
8. Experience of working with volunteers.

Skills/Abilities

9. Competent in using IT including using email and the Internet, Word, Outlook, Excel, Access and PowerPoint.
10. Excellent oral and written communication skills.
11. Proven high standard of co-ordination and organisational skills.
12. Ability to manage own workload and deal with competing deadlines with accuracy.
13. A good knowledge and understanding of mental health and wellbeing for individuals, families, and communities, including the wider context, such as, services, legislation, policies and strategies.

Equality and Diversity

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| <ol style="list-style-type: none">14. Ability to identify when discrimination is taking place in service delivery or in the work-place and take appropriate action.15. A demonstrable commitment to equity, a positive approach to diversity and to Mind in Gwent becoming a proudly anti-racist organisation.16. A demonstrable commitment to working alongside people with mental health problems or experience of mental health problems as colleagues. |
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Other Requirements

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| <ol style="list-style-type: none">17. Willingness to be flexible in meeting the needs of people with mental health problems, the needs of Mind in Gwent and the needs of other stakeholders as appropriate to the role.18. A commitment to the ethos and values of Mind and Mind in Gwent. |
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We will consider any reasonable adjustments under the terms of the Disability Discrimination Act (1995), to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Job-holder will ensure that Mind in Gwent's policies are reflected in all aspects of his/her work, in particular those relating to;

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) UK General Data Protection Regulation (UK GDPR)