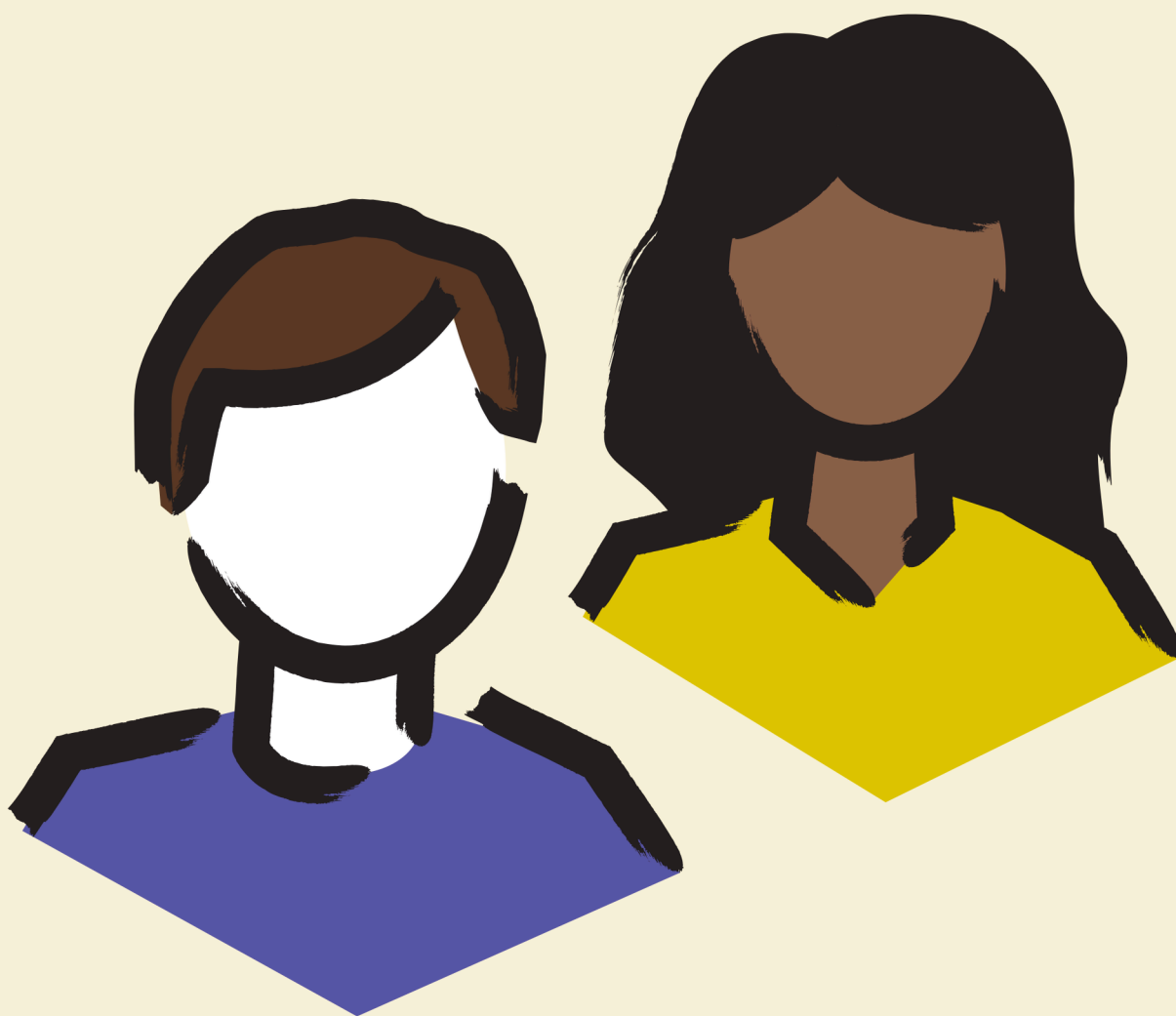


**Likewise**

**Wellbeing Support Worker  
Information Pack**



# Wellbeing Support Worker

## Key Areas of Responsibility

Across our partnerships, our 1-to-1 support has been designed to provide person-centred, and flexible community support for people who would like to improve their wellbeing. You will build a relationship with people to understand together how their wellbeing can be supported and sustained. This might include linking them to community opportunities, working on benefits issues, finding debt support, navigating housing challenges, building relationships and improving communication with their clinical teams. Whatever you do, it will be tailored to each individual and be flexible to them as their needs change over time.

You will be expected to make autonomous decisions based on the realities of people's experience, demonstrating a flexible and creative attitude to support work whilst continually reflecting on and learning from successes and mistakes. Support work will be a mix of face-to-face meetings, phone calls, and video calls, based on the preference of people we support. It is expected that you will often be out and about in the Camden community, meeting people and supporting them to engage with other spaces and offers.

## Support Worker Responsibilities

### Client Support

- Manage a caseload of up to 20 clients
- Provide emotional, practical and social support based on a human - to - human, accepting relationship.
- Build an understanding of individual needs and personalities to provide appropriate support.
- Link clients in with relevant resources and spaces.
- Build a deep understanding of clients' needs, personalities, and goals to provide tailored emotional and practical support.
- Offer human-to-human, accepting relationships that help clients navigate their challenges.
- Make frontline decisions based on clients' real-life circumstances.
- Ensure clients have access to relevant community resources, services, and opportunities.

### Learning

- Share insights and learning to continuously engage with reflective practice
- Actively engage in group activities in Likewise community spaces
- Engage in weekly supervision to gain insights, challenge and support.

### Partnership Working

- Build relationships with local community groups to increase support for individuals.
- Communicate and collaborate with clients' support networks (e.g., GPs) to support integrated care.
- Regularly engage in collaborative working with the NHS Core Team
- Utilising relationships in local mental health and social care systems to support, challenge, and advocate for change

### Admin Management

- Maintain a highly organised approach to managing caseloads, keeping up-to-date records, notes, and diaries.
- Communicate warmly and empathetically with clients, professionals, and the community.
- Attend relevant meetings and provide feedback to improve service delivery.
- Carry out monitoring tasks such as completing forms and questionnaires to evaluate support progress

# Wellbeing Support Worker

## The Role

### Key Information

- Salary : £27,000 pro rata
- Holiday : 28 days + bank holidays pro rata
- Pension: 5% Employer Contribution
- Hours : Part Time, 4 days /30 hours per week. Hybrid
- Base: Likewise Hub in Swiss Cottage, locations across the Borough of Camden
- Contract: Permanent

We're looking for two Wellbeing Support Workers to join our team within the Support and Connect Service. In this role you will work with people in the community who may be finding life difficult, providing them with emotional, practical and/or social support to navigate their challenges with a sense of acceptance and belonging.

The Support and Connect Service is embedded within the NHS Core Team to offer community based support. The Core Team is a multi-disciplinary team, working closely with GPs, specialist services (including secondary care mental health services), housing and social services. The focus is on relationship-building, shared responsibility and collaborative working with individuals, their networks and the systems around them, supporting people to find purpose in their lives, expand structured meaningful activities and engage with community-based groups and offers.

# About Likewise

Likewise is an innovative social care and mental health charity working at the heart of the Camden community.

We exist to create compassionate, human-centred relationships and spaces where people feel valued, accepted, and connected. We support often isolated, marginalised or excluded people by building authentic relationships and community together. Through these connections and our partnerships, we nurture wellbeing and inspire systemic change toward a more human, empathetic, and inclusive health and social care system.

## THE CORNERSTONES OF OUR WORK

### 1-to-1 support

Providing individual support through human centred relationships where we're alongside people as they navigate life, cultivate wellbeing.

### Community

Building spaces where people feel safe to be themselves, and feel a sense of belonging, connectedness and acceptance.

### Partnership working

Collaborating with other organisations where we learn, act together and model human-centred services for greater impact, influence.

### A human organisation

We focus on relationships and we take good care of each other.  
We're adaptable, responsive, dynamic and always learning.

## ABOUT THE COMMUNITY HUB

The Likewise Community Hub offers a safe space for people to explore a range of wellbeing activities and events, whilst creating opportunity for connection, relationship, belonging and support.

Our Community Hub and Garden is open to all with a particular focus on people who may feel lonely or socially isolated through mental ill health. It's a place to access therapies, groups and activities supporting belonging and wellbeing. The hub is both a place to meaningfully contribute, and to feel supported, upholding the principle that we all have needs and we all have something to offer.

## FLEXIBILITY

We believe in everyone's intrinsic motivation to do their best work and trust each other to manage working time in the way that best serves the work we're doing. Everyone is free to structure working hours and time in a way that both suits their life and their professional role. Everyone wants to get the most from both.



## BRING YOUR WHOLE SELF TO WORK: IT'S ALL WELCOME

Our hope is that every person who joins our community – whether as a staff member, client, volunteer or supporter – can feel safe to be themselves and our commitment is to creating working spaces and relationships where this is possible. We're passionate about creating a workplace that promotes and values diversity, inclusion and belonging. Organisations that are diverse in age, gender identity, race, sexual orientation, physical and mental health, ethnicity and perspective are vital to our communities.

## WE'RE ALL LEARNERS AND LEADERS

We are committed to our own learning, growth and development. We value being able to sit with the discomfort of being outside our comfort zone, engage in the diverse experiences of our work, and bring a learning attitude to everything we do. We all need to be able to tap into our own leadership, take responsibility for finding the potential in ourselves and others, and have the courage, commitment and care to develop that potential.

## SELF-MANAGING

We work in a way that is trust-based and autonomous. We believe in everyone's intrinsic motivation to do their best work, and to manage themselves in the way that best serves the work we're doing. Our intention is to delegate as much decision making and leadership to those closest to the task, and want the right people to make the right decisions with as much agility and responsiveness as possible.

# About You

You don't need any specific qualifications or similar experience as prerequisites for applying. However, we're looking for some amount of previous professional experience (in any industry or sector) and the role is suitable for someone looking for a career change. As a Wellbeing Support Worker, you must first and foremost be a learner and a leader: Learner: we need individuals who are committed to their own learning, growth and development. People who can sit with the discomfort of being outside their comfort zone, are ready to engage in the diverse experiences of our work and are prepared to tap into their vulnerability. Leader: we need leaders who take responsibility for finding the potential in themselves and others, and who have the courage, commitment and care to develop that potential.

We're looking for people with:

- A deep sense of commitment to your own personal and professional growth \*
- A good understanding of, and openness to working within Likewise's values \*
- Clear and consistent communication, including deep and active listening skills \*
- Emotional and relational intelligence – willingness to reflect on and share authentically how your emotions are impacting your work \*
- Empathy, warmth and proactivity in building and navigating complex relationships
- Ability to work with challenging situations skilfully and actively seek support when needed
- Good enough professional skills – organisation, time-management, reliability, self-management and capacity for lone working
- Understanding of the principles of equity, diversity and inclusion and fostering this in the work

\*These criteria are assessed at the written stage. At later stages, we assess all criteria.



## Equity, Diversity & Inclusion & Discrimination

At Likewise, we are passionate about becoming a truly equitable, diverse, inclusive workplace and community. It's also important we name that we're not where we want to be yet with this, and we are continuing to learn and hold ourselves accountable for making this vision a reality. With this in mind, we welcome applications from candidates of any age, gender identity, race, ethnicity, sexual orientation, religion, or socioeconomic background, and from those living with physical and/or mental health conditions. It is important to be aware that Likewise is a charity with a history rooted in supporting the wellbeing of marginalised and isolated people to meet them where they are at in their lives.

Our vision is a society where everyone can thrive and feel safe to be themselves through supportive relationships, genuine connections, and inclusive environments. However, this means the clients and community members that we work with can display discriminatory behaviours inclusive of discriminatory views, hate speech and sometimes direct discrimination or harassment.

We take a restorative justice approach which aims not to permanently ban or exclude people. Instead, we hope to bring together those involved in a specific incident to collectively find a resolution, learn together and move forward to restore people's sense of belonging. Likewise has a variety of tools that aim to provide frameworks to support students and staff with approaching these incidences. However, navigating conversations with clients and community members regarding such incidents is rarely simple or easy.

We truly invite any questions and curiosity about our approach to EDI, and will also endeavour to ask you about any support or access requirements for the role, but we encourage you to let us know if there is anything you need to help you do your best in this recruitment process

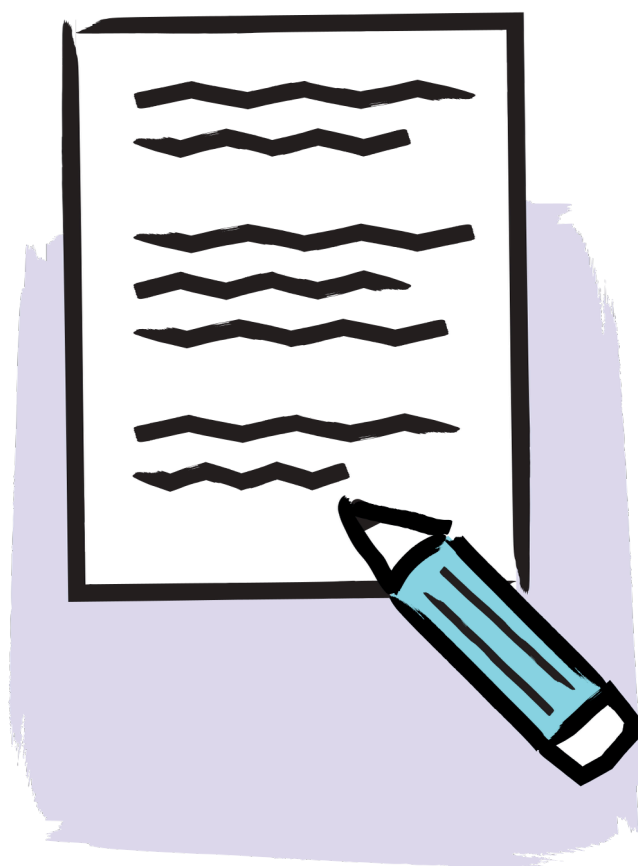


## OUR RECRUITMENT PROCESS

We want to make our recruitment as inclusive as possible. If there is a part of this application process where you feel you may need reasonable adjustments to do your best, please get in contact with us to chat this through.

The recruitment process for this role will contain 3 stages:

1. A written application (see on the right for guidance) by 26th of May 2025.
2. Workshop in the evening, week commencing 2<sup>nd</sup> of June 2025.
3. A presentation and interview from week commencing 9th of June 2025, with flexible timings.



## STAGE 1: YOUR WRITTEN APPLICATION

To apply for this role, please complete the application form via the link below before 9am on May 26th 2025. This includes space to copy in your CV and supporting statement.

<https://forms.office.com/e/8mpDjMzR1V>

### **Your CV**

We welcome either chronological or skills-based CVs for this role – please use whatever format works best for you. Please do not include your name or any other personal characteristics on your CV. This helps us to look at written applications anonymously.

### **Your supporting statement**

Your supporting statement should address the following two questions, and be no more than 800 words long:

1. What is at the heart of your offer to Likewise and this particular role in terms of skills, competencies and experience?
2. Tell us about some of your guiding values as a person. You could reflect on the following: What are they and why are they meaningful to you? What have you learned about them through living them? How will they serve the role at Likewise?

Again, to help us look at applications anonymously, please do not include your name or any other personal characteristics on your supporting statement, unless they are necessary for a point you are writing about.



## HOW WILL YOUR APPLICATION BE ASSESSED, AND WHAT HAPPENS NEXT?

We will assess anonymised supporting statements and CVs separately against the criteria listed in the “about you” section. Our decision on whether we invite you to the next stage will be based on our combined assessments of your CV and supporting statement.

We will let you know the outcome of your application either way at every stage of the process. Please note, we are a small team, so are unable to provide feedback at the first stage of recruitment, but we will give feedback at stages 2 and 3.

## USE OF ARTIFICIAL INTELLIGENCE

We understand that AI tools can help applicants save time on writing applications. We are seeing an increase in AI-generated applications, and in many cases, this is not giving applicants the best chance of success.

These applications are often generic, do not give a clear voice to the applicant and do not highlight their unique strengths. Please ensure that you are not relying on AI to fully respond to questions within the application as we want to hear your unique voice.

