

Wellbeing Coordinator

Location: ICN Office, Bournemouth with option for some working from home and in the community (Bournemouth, Christchurch & Poole and occasionally more widely in Dorset)

Contract: Fixed-term post until December 2027; full-time (37.5 hours per week)

Salary: £26,000 - £28,000 plus NI and pension contributions

Reports to: Community Support Services Manager, ICN

Job Context

ICN's purpose is to welcome refugees and asylum seekers and support them to rebuild their lives and thrive in their new home in the UK. Wellbeing support is a new service area for our organisation, introduced to further assist our service users to build the lives they wish to live, with access to the support, guidance and information that matters to them and that enables them to live well and access opportunities available to them.

Job Overview

We are seeking a passionate, innovative and committed Wellbeing Coordinator to lead the development and implementation of a new wellbeing service designed specifically for refugees and asylum seekers in Bournemouth, Christchurch and Poole (BCP) and other parts of Dorset. The ideal candidate will have a strong understanding of the challenges faced by refugees and asylum seekers and be dedicated to providing warm, welcoming, culturally sensitive and person-centred mental health and wellbeing support which promotes psychological safety for all. They will work pro-actively with ICN service users, staff and partners to co-develop, deliver and evaluate a local service that enables individuals to build resilience and agency on their recovery journey. They will play a crucial role in empowering service users to understand and address their health and wellbeing needs. As a bridge between our service users and local groups /services, they will work collaboratively and with integrity to champion mutual understanding and transparent communication. They will be confident in providing trauma-informed support and guidance including referral to counselling and other services, particularly for those who experience barriers in this process.

The role is funded by the National Lottery Community Fund until December 2027 and has the Lived Experience support of Dorset's leading charity in this area, the Dorset Mental Health Forum (DMHF).

Supported by:





Key Relationships

- ICN service users
- Colleagues across ICN departments
- DMHF and other partner organisations
- Voluntary sector organisations
- Primary Care Networks
- Mental Health and Wellbeing Services
- Local authority Services
- Home Office accommodation centres
- Families and supporters of service users where appropriate

Job Description

The Volunteer Coordinator will:

- Work pro-actively with ICN service users, key partners and stakeholders including DMHF and Public Health Dorset to co-design and implement a new wellbeing service for asylum seekers and refugees
- Organise and facilitate health and wellbeing group workshops and activities including engaging lived experience and peer volunteers in co-design and delivery of activities
- Provide person-centred mental health and wellbeing guidance and support for individual service users, utilising listening skills, acknowledging the strengths an individual brings and supporting self-management wherever appropriate
- Walk alongside service users and support warm transfers to relevant services with transparency and clarity about what someone may expect from these services
- Support and enable local health, social care and voluntary sector professionals to make appropriate referrals to ICN
- Put resources and guidance in place which empower service users to make informed choices, advocate for themselves and act as independently as possible when accessing mental health and wellbeing information and support
- Signpost service users to local groups and services, promoting the range of community-based opportunities available to enjoy positive wellbeing experiences
- Liaise with colleagues in DMHF, Access Wellbeing and other services on developing pathways for recovery for ICN service users, including clinical support and intervention and attendance at multi-disciplinary meetings

Supported by:



- Identify individuals at high risk of harm due to mental health issues, providing crisis intervention when necessary and knowing when to escalate concerns
- Link effectively with ICN colleagues and other refugee support services to ensure a holistic approach with housing, language, finance, education, etc. all considered in wellbeing and mental health support
- Effectively manage own caseloads and appointment scheduling with consideration to modelling self-care and wellbeing
- Coordinate cost-effective venue hire, resources and support services such as translation and interpreting services
- In co-production with ICN service users and key partners, develop and implement a Theory of Change and evaluation measures to gather evidence of impact
- Produce evaluation and other reports for various audiences including the ICN management team, ICN Trustees Board and the National Lottery Community Fund
- Ensure compliance with ICN policies and frameworks for safeguarding, lone working, and professional best practice through DMHF
- Regularly review risks and issues that could impact on delivery
- Represent ICN in relationships with the local authorities, Dorset and BCP, with partner organisations and with service users
- Maintain professional conduct with clients and professionals at all times, modelling healthy boundaries.

Person Specification

Qualifications, Experience & Skills

Essential:

- Qualification in mental health and/or wellbeing provision or relevant equivalent work experience in a mental health service
- Experience of providing support services related to health and wellbeing
- Experience of delivering one-to-one mental health and wellbeing support
- Demonstrable partnership working and collaborative skills
- Excellent interpersonal and communication skills
- Excellent time management and ability to juggle schedules and deadline
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Desirable:

- Experience of trauma-informed support provision
- Knowledge of evidence-based approaches to mental health
- Experience of working with refugees, asylum seekers and/or vulnerable migrants
- Experience of delivering group activities and/or learning to support health and wellbeing

Supported by:



- Experience of project work in the voluntary sector
- Experience of co-production initiatives and working with lived experience staff or volunteers

Attributes & Approach

Essential:

- Understanding of the unique challenges faced by refugees and asylum seekers
- Compassion and empathy for individuals who have experienced trauma
- Understanding of the value of co-production and lived experience
- Ability to build trust and rapport
- This post requires the applicant to be sympathetic to the Christian values and ethos of the organisation. Please see the 'Our Story' section of our website for more information (<https://www.icn.org.uk/about-us/our-story/>).

Additional Requirements:

- Eligibility to work in the United Kingdom
- Basic Disclosure and Barring Service (DBS) clearance
- Willingness to travel within BCP as well as more widely in Dorset from time to time

Note: This job description and person specification are intended as a general guide to the duties and responsibilities of the role and should not be regarded as exhaustive. ICN is an equal opportunities employer, and individuals from all backgrounds are encouraged to apply.

Benefits:

- Company pension scheme
- A degree of flexible and hybrid working
- Staff welfare opportunities including socials and access to external clinical supervision
- Training opportunities relevant to role

To apply for this position, please complete the application form and send it to Kate Holmes, Community Support Manager, by 12 noon on 28th April 2025. Applications can be sent by email to: k.holmes@icn.org.uk. Interviews to take on Monday, 12th May 2025. Should you have any questions you are welcome to contact Kate Holmes, Community Support Services Manager, to discuss on either k.holmes@icn.org.uk or 01202 589395.



Supported by:





This position is partly funded by the National Lottery Community Fund as well as by the generosity of ICN's supporters.

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