

## JOB DESCRIPTION

**Job title:** Wellbeing Cafe(s) Coordinator(s)

**Responsible to:** Director of Business Development and Employability

**Salary:** Starting salary is £34,249.31 (full-time equivalent) S01 SP29a, which equates to £4,566.57 per year at 5 hours per week

**Hours:** 5 hours a week (per café) or 10 hours a week (to coordinate both cafes)

**Contract type:** 1 Year Fixed-Term Contract

**Location:** Leyton, Waltham Forest.

### About Mind in the City, Hackney and Waltham Forest:

We are a multi-disciplinary provider of specialist mental health services and a part of the Mind Federation.

We promote both recovery from ill health for people with recurrent and enduring mental health difficulties and early intervention for those at risk of developing mental health issues, or who struggle with common mental health conditions.

We currently support around 5,000 people a year through a variety of services focusing on psychological, social, economic and workplace wellbeing, and support minoritised communities.

### Our values are:

**Connected:** Creating a compassionate and supportive community.

**Fair:** We strive for equity- no-one's needs should go unmet.

**Brave:** We walk with people, offering help by doing what works - proven or new.

Working with Mind CHWF means you'll be part of a dedicated, passionate, and professional workforce who cares about the work they do and make a real difference to the lives of the people in the City of London, Hackney and Waltham Forest.

We are committed to actively becoming anti-racist in everything we do. This is a critical priority for Mind CHWF. We embrace diversity and understand that being an inclusive organisation that recognises 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 equity in physical and mental health for all.

Those with lived experience of Mental Health are encouraged to apply.

DBS clearance for an Adult Workforce at Enhanced level (with Barring) is required for this role.

### **Background to the Post:**

Mind in the City Hackney and Waltham Forest has recently won a contract for the provision of two Wellbeing Cafés in the borough, with one of the cafés being for women only. The Wellbeing Cafes are places where people can get involved in creative and wellbeing activities, learn new skills, increase levels of self-esteem, confidence, social contacts and get connected to wider community resources in the borough. Each café will be open for 40 weeks a year. Between 10-15 people will attend each cafe for 3 hours a week, over 4 terms of 10 weeks.

### **The aims and objectives of the Wellbeing Cafes include:**

1. Reducing stigma and discrimination around mental health in the population.
2. Tackling the root causes, or 'wider determinants' of mental ill-health.
3. Promote evidence-based approaches to self-help for mental wellbeing including the '5 ways to wellbeing'.
4. Getting support to people who are struggling with their mental wellbeing early to prevent the development of more serious conditions further down the line.
5. Working closely with social prescribers, Early Help link workers and other health professionals and voluntary sector services to ensure residents from high-risk groups of developing mental health problems get referred to the service.
6. Supporting wider NHS services, by providing wellbeing support to individuals on waiting lists for mental health services (such as NELFT mental health services, including Talking Therapies).
7. Reducing barriers to wellbeing (such as social isolation, debt, skills gaps and unemployment) by providing financial inclusion, debt and benefits advice, volunteering opportunities and confidence boosting activities through Wellbeing Cafés and by signposting and connecting to wider community services.
8. Engaging with residents who are from a high-priority group, including residents from ethnically diverse groups, those living with disabilities and long-term health conditions, carers, and isolated older people.

## Job Description

We are seeking a competent coordinator with experience in the field of mental health and wellbeing support to take lead responsibility for the operation of the Wellbeing café/s and ongoing development of the service.

### Main duties and responsibilities:

1. To take a lead role in the development and delivery of the Wellbeing Café service and to coordinate Wellbeing Café operations.
2. To facilitate two weekly Wellbeing Cafés a week to support individuals to improve their overall wellbeing, reduce social isolation and access new opportunities.
3. To oversee and approve session planning, providing weekly activities at the Wellbeing Cafés that promote mental wellbeing and mindfulness and are focused at one or more of 5 ways of wellbeing – take notice, learn, connect, give and be active.
4. To ensure the Wellbeing Café is staffed appropriately. Recruit and line-manage Wellbeing Café Facilitators and volunteers.
5. To conduct referral meetings and risk assessments for potential beneficiaries.
6. To reduce barriers to wellbeing (such as social isolation, debt, skills gaps, and unemployment) by providing access to cost-of-living support, debt and benefits advice, volunteering opportunities and by confidence boosting activities through the Wellbeing Cafés.
7. To ensure that individuals are taking up services that are available to them (for example, engagement with community projects and activities, employment and training services, welfare benefits advice, digital inclusion and cost of living support and volunteering opportunities.)
8. To provide individualised support to discuss and agree a progression route for each participant making sure that everyone is supported so they can access both practical support around cost of living and further group activities and that realistic opportunities for volunteering and skills development are made clear to them.
9. To connect the participants to further useful community services and activities (for example, invite community services and groups to offer talks and taster sessions to participants, introduce the participants to other relevant activities).

- 10.** To monitor the service by collecting attendance figures, demographic data and carrying out a “before and after” service evaluation using approved wellbeing scales.
- 11.** To evaluate the service by collecting participants’ feedback, testimonials and case stories and reflecting on good practice, successes and challenges and impact achieved.
- 12.** To actively promote the availability and benefits of the service to social prescribers, mental health professionals and agencies in Waltham Forest
- 13.** To source and provide information and signposting to health, employment, housing, welfare advice, social care, and other services in Waltham Forest
- 14.** To challenge inappropriate behaviour or conduct of visitors to the site, in line with the Mind in the City Hackney and Waltham Forest’s values and ethos and ensuring Health and Safety procedures are by all Wellbeing Cafe users

## **General**

- 1.** To promote Mind in the City, Hackney and Waltham Forest’s values and service philosophy and uphold equal opportunities and agreed policies and procedures.
- 2.** To support maximisation of outcomes for projects and programmes, and effective embedding of learning.
- 3.** To promote learning and development and attend appropriate internal, external training courses, supervision, and staff away days.
- 4.** To develop team cohesion, team working and a positive “can-do” culture which encourages creativity, learning and high performance.
- 5.** To keep abreast of internal and external developments and respond accordingly.
- 6.** To adhere to relevant legal and statutory requirements including the Data Protection Act (always ensuring an appropriate level of confidentiality), Health and Safety at Work Act (always ensuring H&S of own and others) and any other relevant/charity law.

## Personal specification

The remaining sections outlines the criteria will be used to appoint the suitable candidate.

Criteria marked (E) are essential and (D) are desirable. (I) would indicate which criteria shall be evaluated at the interview.

## Experience, Knowledge, Skills, Abilities - Values and Motivations:

**Connected:** Creating a compassionate and supportive community.

- Line management experience or experience of coordinating volunteers (E)
- Strong Interpersonal and communication skills including active listening and diplomacy (E)
- Presentation skills, running workshops and facilitating groups (E,I)
- Ability to understand good customer care and be able to always provide an excellent customer focus (E)
- Additional public health or health promotion related experience (D)
- Network of contacts in mental health and community provision in Waltham Forest (D)

**Fair:** We strive for equity - no-one's needs should go unmet.

- Demonstratable ability to work positively with, and supporting, people from culturally diverse backgrounds (D)
- Experience of supporting people with lived experience of mental health issues (E, I)

**Brave:** We walk with people, offering help by doing what works - proven or new.

- Open to change and able to work flexibly in line with the needs of the Wellbeing Cafes (E)
- Commitment to working in partnership with Wellbeing Café users, and staff. (E, I)
- Understanding of the challenges faced by people experiencing mental health difficulties (E)
- Demonstrate a commitment to equality and diversity in the workplace (E)
- Commitment to safeguarding Wellbeing Café users and others you may meet as part of your role (E) (I)
- Self-starter (E)

## Other

- Experience of working with qualitative and quantitative data (E,I)
- Experience of managing budgets (E,I)