

Job Description and Personal Specification

Role: Mental Health Coach- Black Mental Health*

Hours: 22.5 hours

Contract: Permanent, starting August 2025

Reports to: Wellbeing Network Operations Manager and IRIE Mind Operations Manager

Salary: Starting salary is **£29,446.79** per year (Full-time equivalent),
(**SC5 -SP22**) which equates to **£17,668.07** per annum at 22.5 hours per week plus 6% employer pension contribution.

**{Please note that this role is only available to candidates of African/ African Caribbean Heritage under the Genuine Occupational Requirement under s9 Equalities Act 2010}*

Mind CHWF, along with its partners in the Wellbeing Network, offers a values-based approach to supporting people that is trauma-informed, person-centred, acceptance and compassion-focused and that honours intersectionality, representation and diversity.

Service Responsibilities:

Working as part of an Integrated Wellbeing Team, the Mental Health Coach will provide person centred 1-1 key-working and group psychosocial support to people with mental health challenges. This role is based in the Wellbeing Network partner organisation IRIE Mind.

Working Closely with: Wellbeing Network Operations Manager, IRIE Mind Operations Manager, Mental Health Coaches and Wellbeing Network Facilitators, external partners/ shared care providers

BACKGROUND

At Mind, we provide psychotherapeutic support and advice to empower anyone experiencing a mental health problem. We campaign to improve service, raise awareness and promote understanding. We have a range of services that work in partnership with grassroots and NHS organisations. We recognise that wider determinants shape our mental health and work to support people in poverty to ensure high quality support is accessible for all.

About **Mind in the City, Hackney and Waltham Forest (Mind CHWF)**: we are a local multi-disciplinary provider of specialist mental health services working in partnerships and as Lead Contractor in multiple networks across North East London. We promote early intervention, wellbeing and recovery and our departments include: Psychological Therapies & Wellbeing, Employment, Education & Training, Lived Experience leadership and Welfare

Rights & Advice.

Mind CHWF is one of the largest Minds across England and Wales and we currently support over 5000 people a year through a range of services focusing on psychological and social supports, economic and workplace wellbeing, and support for minoritised communities.

Our values are at the heart of everything we do:

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.

About the role:

Mind CHWF is the Lead Partner in the City and Hackney Wellbeing Network, a multi-agency programme offering an innovative network model delivering outcomes-based mental health support.

Role summary

Working as part of a team in the exciting, challenging and diverse boroughs of the City of London and Hackney, the Mental Health Coach will facilitate groups and manage a caseload of complex clients from the start to the end of their journey in the Wellbeing Network. Working as part of a cross network blended team, you will spend part of your week as part of a blended assessment team, with the majority within a network partner organisation supporting network clients. Working with service users to identify the most appropriate care and interventions for their circumstances and together create a care plan. You will develop a relationship with the client to support discussions concerning what recovery means for each individual, identifying personal goals and measures of progress and model for the client how to manage new challenges and celebrate successes. Working on the front line of mental health and social care, you will provide a safe environment for clients to explore their issues and demonstrate the value and outcomes of these services to bring about meaningful psycho-social change.

Accountabilities/tasks/duties

Service Delivery

1. To deliver skilled, evidence-based practice in group settings and facilitate self-help for people managing long-term mental ill health (all ages).
2. To deliver psychosocial and creative groups in open access settings to support clients to move on from the service
3. To offer skilled screening and assessment, informed by knowledge of the spectrum of mental health needs and risk factors.
4. To manage a caseload of complex clients, working together to create care plans, goals and monitor their progress against these through regular check ins and reviews.

5. To facilitate client access to the wellbeing network offer of groups and therapy (SST)
6. To ensure clients are aware of external interventions and services available
7. To support the client with advice and guidance around mental health including on occasion crisis information, daily living, and other relevant factors such as volunteering and employment opportunities
8. To work and communicate with key workers counterparts in other relevant services to ensure service users' care plans are joined up and that the service user experiences the best overall support
9. Support delivery of open access safe spaces
10. Collate open access activities- wellbeing supporting activities that are open and free to access locally.
11. To prepare and support clients for move on from the network
12. To apply data protection, confidentiality, safeguarding, the organisation's lone working policy and risk management, and all professional codes of ethics.
13. To manage and co-ordinate sessional staff as required.

Record keeping and monitoring:

1. To keep accurate and up to date electronic records of client notes, including assessment, one to one and review notes, client satisfaction and wellbeing scores.
2. To maintain and develop service monitoring and evaluation records, to ensure that the impact of the overall wellbeing network service is evidenced.
3. To monitor the views of clients regarding the effectiveness and quality of the wellbeing network service.

Learning and development:

1. To participate in learning and development opportunities, following assessment of personal and professional development needs.
2. To participate in regular one-to-one supervision sessions with line manager and group clinical supervision with colleagues.

General

1. To promote Mind's CHWFs values and service philosophy and uphold equal opportunities and agreed policies and procedures.
2. To attend and participate in relevant meetings and give reports/presentations when required.
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.

Attributes	Essential	Desirable
1. Qualifications		
a. Experience of working in a similar role	X	
2. Psychotherapeutic Skills		

Persuading, motivating, understanding, empowering and supporting clients	X	
Excellent communication, presentation and interpersonal skills	X	
a. Adhering to the ethos of the organisation	X	
b. Experience of trauma informed approach		X
3. Special Skills		
Good understanding of data protection, confidentiality, safeguarding and risk management and demonstrable examples of putting these into practice	X	
Ability to use MS Office	X	
a. Experience of collecting clinical outcome measures such as PHQ9/GAD7, Warwick-Edinburgh Mental Wellbeing Scale (WEMWBS).		X
b. Experience of lone working		X
4. Experience		
Substantial experience of working in mental health, with clients experiencing a range of disorders and symptoms at varying degrees of severity	X	
Experience of delivering one to one and group interventions	X	
Experience of outreach work in the community		X
Lived experience of being of Black or of African or Caribbean Heritage	X	
Experience of working within a multidisciplinary team		X
5. Work Attitudes and Disposition		
a. To be able to manage complex cases and draw on personal resilience in a demanding environment	X	
b. Commitment to supporting equal opportunities in the workplace	X	
c. To be self-motivated and focused and to practice self-care	X	
d. To be able to influence, motivate and encourage clients and colleagues alike	X	
e. A strong Can-Do Attitude	X	
6. Circumstances		
d. Disclosure and Barring: Enhanced DBS check with children and adults barring list	X	
Free to start in the role in August 2025	X	
a. Able to work occasional evening and weekends with time off in lieu.	X	

Hours	9.30am to 5.30pm Occasional attendance at evening meetings and events required with time off in lieu.
Location	Hackney, East London with excellent transport links.
Other	This is a description of the role as it is presently constituted. It is the practice of Mind in the City, Hackney and Waltham Forest to examine job descriptions from time to time and to update as necessary to ensure they relate to the role being performed, or to incorporate whatever changes are being proposed in line with our requirements. Any changes would be made following discussion with you.
Additional	We will provide a full training package, this will include: Trauma Informed Approaches Motivational Interviewing Working with complex mental health needs We will also provide regular reflective supervision spaces

May 2025