

<b>Reports To:</b>	<b>Wellbeing Service Manager</b>
<b>Direct Reports:</b>	<b>Senior Wellbeing Advisors, Wellbeing Advisors, Students and Volunteers</b>
<b>Key Relationships:</b>	<b>Staff in PCN, Wellbeing Service Users, Carers, Delivery partners, Health and Social care providers and other key stakeholders</b>
<b>Location:</b>	<b>New Forest Wellbeing Centre</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Salary Range:</b>	<b>£26,905 to £29,560 per annum- Solent Mind Band C</b>

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### **Purpose:**

The Wellbeing Centre provide a range of activities and support to service users both in the centres and in the community with focus on group-based activity.

The Wellbeing Co-ordinator will be responsible for the management of Client referrals/ assessments and allocations. The Wellbeing Co-ordinator will delegate Service Users to Wellbeing staff for short term focussed interventions to enable service users to achieve goals identified through the assessment process.

The Wellbeing Co-ordinator will supervise staff and hold their own caseload of Service Users and also support with courses and groups when needed.

### **Principal accountabilities:**

- To co-ordinate daily activities within the Wellbeing Centre in collaboration with the Manager.
- To liaise with PCN Team Lead and Volunteer Co-ordinator to ensure there is an aligned and co-ordinated offer of Wellbeing support to clients.
- To work closely with Wellbeing Advisor and Seniors for allocations, booking of assessments, reviews and room bookings.
- To create monthly staff rotas ensuring there is sufficient cover.
- To ensure that referrals to the service are responded to in a timely manner and waiting lists well managed.
- To oversee courses and groups' waiting lists, alongside Wellbeing Advisor and Group/Course Facilitators
- To facilitate and support groups Group and courses when required.
- To arrange and chair regular Team Meetings as requested by Service Manager.
- To undertake assessments and identify agreed goals and activities which will maximise wellbeing and independence.
- To share with staff of the Wellbeing Centres and other agencies as appropriate information regarding the service users' wellbeing in line with Solent Mind policies and procedures.

- To liaise closely with the other Solent Mind wellbeing co-ordinators where relevant for an aligned offer across the wellbeing services.
- To maintain records in line with Solent Mind policies and procedures including inputting data to the relevant systems.
- To ensure service user and service data is collected, collated and presented in line with contractual requirements and within agreed timescales.
- To ensure that all income and expenditure is recorded and receipted in accordance with financial procedures and within delegated authority levels.
- To attend relevant meetings related to the provision and delivery of Wellbeing services and to feedback information to the manager and other staff.
- To identify innovative ways of developing and improving the service, and potential sources of income and fundraising.
- To support Service Manager in implementing, monitoring and producing Health and Safety assessments and control measures.

### **Staff Management**

- To be responsible for supervising Senior Advisors and Advisors, Student Placement and conduct supervision, case management and appraisal meetings as needed. Ensuring staff have a manageable and sufficient caseload.
- To be involved in the recruitment and induction process for Wellbeing staff, students and volunteers.
- To ensure staff keep their Outlook calendars up-to-date and are aware of check-in procedures and adhere to these.
- To ensure progress of service users' is regularly reviewed and to agree with keyworkers any appropriate actions towards the achievement of goals within the service offer timescale.

### **Internal and External Liaison**

- Develop and maintain good relationships with staff from the Health and Social care agencies and other key partners, sharing appropriate information under Solent Mind's Confidentiality and Risk Assessment Policy.
- Develop and maintain good working relationships with associate organisations which share the building.
- Attend supervision and organisational meetings as required.
- Develop links and maintain good relationships with local community and agencies.
- Represent the Manager at various meetings.

### **General:**

- Adhere to the aims, values, policies, and procedures of Solent Mind, particularly safeguarding and health & safety

**This list is non exhaustive, and other duties may be required to be undertaken to meet the needs of Solent Mind**



**PERSON SPECIFICATION**

**Wellbeing Co-ordinator  
(New Forest Wellbeing Centre)**

Requirement	Essential or Desirable
<b>Qualifications/Education/Training:</b> IAG level 3 or equivalent relevant qualification and /or extensive experience.	Essential
<b>Experience:</b> Experience of working with vulnerable people with diverse needs. Experience of individual needs assessment. Experience of working in partnership. Experience of working in a mental health setting. Experience of group development and delivery.	Essential Essential Essential Essential Desirable
<b>Knowledge/Skills/Competencies:</b> Excellent written and verbal communication skills. Intermediate I.T. skills – Word, Outlook, Excel. Ability to assess and manage risk and conflict. Able to work on own initiative and within a team. Having a positive attitude to people from diverse backgrounds. Possesses supervisory management skills. Ability to research and identify appropriate community resources. Understanding of diversity issues. Knowledge of links between physical health and mental health.	Essential Essential Essential Essential Essential Essential Desirable Desirable Desirable
<b>Other:</b> Ability to work flexible hours including weekends and bank holidays. Commitment to Solent Mind’s values. Commitment to Solent Mind’s Equal Opportunities and Diversity policies. Willingness to undergo a relevant DBS Check if required.	Desirable Essential Essential Essential

**Date job originated: November 2012**  
**Date job reviewed: June 2025**  
**Reviewing Manager: Patricia Carvalho**