

Purpose:

Positive Minds is an open, accessible and inclusive place in Portsmouth where help and support is available to people aged 18 + facing distress in their lives.

Operated by Solent Mind, there are a range of activities, training, life coaching and other community support services offered both in 1 to 1 and group based sessions.

Wellbeing Advisors are the first point of contact for people looking to access services.

Advisors welcome people to the centre and talk with them to understand what they are experiencing. They provide options, information and signposting, working with each individual to develop an action plan and supporting them to access the services they need to help them recover and move forward.

Advisors assist in recovery based group sessions, manage onward referral to other local services, and record and follow up the contact and conversations with people looking to access Positive Minds services.

Reports To: Wellbeing Co-ordinator

Direct Reports: None - may provide some support to volunteers

Key Relationships: Service users, Carers, Wellbeing staff, Delivery partners, Health and Social care providers, Solent NHS, Portsmouth City Council, Citizens Advice Bureau and other key stakeholders.

Location: Portsmouth

Hours: 37 Hours Per Week (which may include some Saturdays, evenings and public holidays)

Salary Range: £17,569 to £18,921 Per Annum (PP 14-17)

Main Responsibilities

- Work with individuals and groups to develop and undertake an action plan of activities to help them recover from distress and move forward.

Key Duties

- Welcome people into the centre, helping to create a relaxed and purposeful atmosphere.
- Lead initial and extended conversations with people to help understand what they are experiencing and which services, groups and other options would be of most support to them.
- Work in partnership with people to support the development of a goal oriented action plan that will their recovery and move forward.

- Support people in accessing information, advice, activities and services to help them achieve the goals in their action plan, including attending workshops or groups at Positive Minds, or signposting people to access other relevant local community groups or services.
- Work individually or in collaboration with other Positive Minds staff to assist in the delivery of group activities at Positive Minds and in community settings.
- Proactively gather feedback from people who have used, or supported others to access, Positive Minds services to understand service outcomes and impacts.
- Record, maintain and share registration, action plan and other relevant wellbeing information related to people accessing Positive Minds services, in line with Solent Mind and Solent NHS Trust policies, procedures and GDPR legislation.
- Ensure that any income and expenditure is recorded and receipted in accordance with financial procedures and within delegated authority levels.
- Attend relevant team meetings related to the provision and delivery of Positive Minds services and to feedback relevant information to the Positive Minds Wellbeing Co-ordinator/Wellbeing Team Leader, Service Manager and other staff.
- Identify innovative ways of developing and improving the service.

Internal and External Liaison

- Share appropriate information under Solent Mind's Confidentiality, Safeguarding and Risk Assessment Policies under supervision from the Team Leader and Service Manager.
- Develop and maintain good working relationships with other Portsmouth Support and Recovery services.
- Develop links and maintain good relationships with other relevant local community organisations and services.
- Attend supervision as required.

General

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the service and to best practice.
- To work within Solent Mind policies and procedures.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both mental health and the Primary Care Services.
- All employees have a duty and responsibility for their own health and safety and the health and safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

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

Requirement	Essential or Desirable
Qualifications/Education/Training: Educated to a minimum NVQ Level 2 standard or extensive relevant experience.	Essential
Experience: Experience of working with vulnerable people with diverse needs. Experience of working in a mental health setting. Lived experience of mental health problems or caring/supporting someone who does. Experience of using NHS databased systems.	Essential Desirable Essential Desirable
Knowledge/Skills/Competencies: Excellent verbal and written communication skills, in particular being able and confident to listen empathetically to people in distress. Awareness of own wellbeing needs and ability to seek support to maintain resilience in emotionally challenging situations. Having a positive attitude to people from diverse backgrounds. Knowledge of links between physical health and mental health. Excellent I.T. skills – Microsoft Packages and Zoom. Able to identify risk and conflict and report it. Able to work on own initiative and within a team. Good local knowledge or the ability to research and identify appropriate community resources. Support Facilitators in the running of workshops and support groups.	Essential Essential Essential Desirable Essential Essential Essential Desirable
Other: Ability to be flexible and to work weekends, evenings and bank holidays as required. 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.	Essential Essential Essential Essential

Date Job Originated: October 2019
 Date Job Reviewed: 26 November 2021
 Reviewing Manager: Sherry Craig



DBS NOTE TO APPLICANTS

Disclosure & Barring Service And Recruitment Of New Staff

Solent Mind has registered with the Disclosure & Barring Service (DBS), previously known as CRB, in order to make safe, well informed recruitment decisions. We are ensuring that all our relevant policies meet legal and best practice requirements.

We have assessed the position of:-

WELLBEING ADVISOR (Positive Minds)

As requiring an:-

Enhanced & Barred level of disclosure.

All convictions, including convictions which would otherwise be “spent” under the Rehabilitation of Offenders Act 1974, must be disclosed for the purposes of this job application.

Solent Mind will determine the relevance of any convictions to the position applied for in line with guidance from the DBS.

Any applicant who is offered employment will be subject to a DBS check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. Applicants will have the opportunity to discuss any disclosure information before a final decision is made as part of the post interview process.