

# Applicant Information Pack

## Mental Health and Wellbeing Coach



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# About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,300 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around **£35m** each year and in the next five years, we intend to build **1,300 more homes**. We are ambitious about how we can help people to live their best lives, working

with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

With almost **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



# About Us

**United Welsh**

**Celtic Horizons  
Ltd**

**Harmoni  
Homes Ltd**

Developing Homes for  
United Welsh

**Celtic  
Horizons**

Asset  
Management

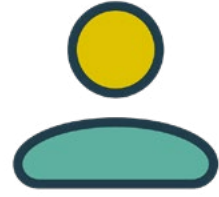
**Celtic  
Offsite**

Timber Frame  
Factory

The Celtic  
Horizons Asset  
Management  
service for  
United Welsh  
is delivered in  
partnership with  
Mears Ltd



# Job Profile



## Mental Health and Wellbeing Coach

**Reporting to**  
Team leader

### Broad purpose of the post

We are looking for someone with passion and drive to join our team, enabling patients to thrive and work towards an independent future.

This role will support delivery of a 24/7 support service in partnership with Aneurin Bevan University Health Board (ABUHB). The service will support patients transition from secure hospital residential settings into a supported community setting. The service will also aid the transition from CAMHS into Community Mental Health Teams. Eventually, the service will aid the individual to then transition into independence within the community.

The support provided will be responsive to individual need and delivered in partnership with the Intensive Case Management Team at ABUHB. The service will be based between Blaina Gwent and Brynmawr, Gwent.

As a psychologically informed service, delivery will be underpinned by the application of evidenced based practice, with a focus on using the principles of Structured Clinical Management (SCM). The service will be supported by the Intensive Case Management team at ABUHB to develop support plans which are underpinned by the principles of Structured Clinical Management (SCM).

SCM is an evidenced based approach that enables generalist mental health practitioners to work effectively with complex mental health difficulties. It is a goal focused, supportive approach with case management and advocacy support. There is an emphasis on problem solving and effective crisis planning. Training in SCM and ongoing support in this approach will be provided.

# Key Accountabilities



- Be willing to work towards Care Inspectorate Wales related qualification
- Be responsible for administration and supervision of medication (training will be provided)
- Ensuring service users have choice and control in the delivery of their support and that they are equal partners in developing the service
- Front-line support of service users, primarily based over two sites in Brynmawr and Blaina. Travel will be required
- Reacting quickly and positively to the individual needs of service users. You will be proactive, consistent, compassionate, flexible and focused on enabling the service user to thrive within a new environment and surrounding relationships
- Providing practical support like supporting individuals in Care and Treatment Plan reviews, medical appointments, community activities, assisting with emotional regulation, problem solving and relationship building. Staff will also support complex behaviours that may include self-harm and suicidal ideation.
- Engagement in reflective practice, supervisions and team meetings, ensuring continuous improvement and service development is prioritised
- Actively promoting the standards underpinned by a Psychologically Informed Environment in all aspects of service delivery and support
- Updating daily records, incident reports, and escalating safeguarding issues as needed to team leader or the intensive care team
- Taking regular measurements and resident feedback, enabling service review and improvements as needed. Providing feedback for monthly and quarterly reporting
- Developing and maintaining positive relationships with a range of key stakeholders and partners, including key relationships within ABUHB, housing providers, the local authority and the third sector



# Personal Requirements

- Have an NVQ Level 2 in Health and Social Care, or be willing to work towards this whilst in post
- Training in medication administration will be supplied
- An ability to build trusting therapeutic relationships with those people who use the service. You will understand the value of setting safe boundaries and expectations and be able to do so whilst modelling positive relationships, care, kindness, and compassion
- A high level of emotional intelligence; to be non-judgemental, resilient, and empathic. This candidate will also be a strong communicator
- Understanding of PIE, ACEs, and strength/restorative-based approaches
- Experience of representing and advocating needs of service user
- Experience of working with individuals with complex mental health needs, disrupted attachments and interpersonal difficulties and challenging behaviour
- A willingness to reflect positively on feedback with a desire to further personal learning
- You will be able to work under your own initiative and be responsive to changing priorities
- You will have a good understanding of the wide range of community and third sector organisations operating across Gwent
- You must have a full driving licence and be prepared to travel as part of this role
- The rota is a rolling rota covering six weeks. This rota includes shift patterns that cover mornings, afternoons, nights, and occasional weekend working.

**Please note this role may require a DBS check. This will be conducted as part of the recruitment process for the successful applicant.**

# Terms and Conditions

## Current Salary

Total salary is **£23,441.60**.

## Pension Plus

While working at United Welsh you are eligible to join one of our pension schemes. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%.

It is a salary sacrifice scheme, so deductions are taken before tax.

## Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.



# Hear from staff

## **Fiona Tilbury, Mental Health and Wellbeing Coach for our Bespoke Repatriation Service**

“As a Mental Health and Wellbeing Coach, my role involves a mix of working within our community supporting residents, and working from home.

“I support residents by helping them settle into their new community and providing guidance with day-to-day tasks, with the goal of them living fulfilled lives independently.

“Working within this team’s supportive culture is incredibly rewarding, exciting and challenging, and no day is ever the same. I’m empowered to work off my own initiative, with the support of the team always available to me when I need it.”



## **Matt Hutcherson-Jones, Team Leader for our Bespoke Repatriation Service**

“My work involves supporting both our Mental Health and Wellbeing Coaches and residents to thrive. I ensure our team is feeling supported, empowered and influential within their roles.

We pride ourselves on creating a team culture where your values and beliefs are listened to and respected.

If you’d like to be involved in a service that works in a psychologically informed and creative way, and that believes in the development of trusting and secure relationships as a key to change, we’d love to hear from you.”



# Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period.
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in '**Can- Do**' days, giving back to the communities where we work
- A half a day's leave under the '**School Starter Scheme**'
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- As a testament to our approach and genuine commitment to learning, United Welsh holds the **Investors in People - Gold Award**
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



# How to apply

To apply, please send a copy of your **CV, a cover letter and the Equality, Diversity and Declaration of Interest form** to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com). In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/desirable criteria in the Job Description, in no more than 500 words.

**Closing date: Tuesday 19th December 2023, at 9am. Please note, we reserve the right to close this advert early should we receive a sufficient number of applications, and as a result, we encourage you to submit your application as soon as possible to avoid disappointment.**

Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment checks for the successful candidate.

- We would be grateful if you could submit the Equality Diversity and Declaration of Interest form with your application. The information you provide will be used for monitoring purposes only and will be kept separate from your application
- Please ensure your CV and other documents are emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment
- Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all the criteria will be considered in the process of making an appointment.

Please send any applications to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com) or deliver them to: FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 2AX. Our main office is open between 9am and 5pm, Monday to Friday.

If you think you have the skills and ability for this role but feel like you are unable to express this through a CV or written communication, we can help. Please contact our Customer Engagement team on 0330 159 6080 between 8:30am and 5pm Monday to Friday and request to speak to recruiting managers Emma South or Matt Hutcherson-Jones. Here, you can be considered for shortlisting via a phone conversation.



[www.unitedwelsh.com](http://www.unitedwelsh.com)

