

# Senior Mental Health and Wellbeing Coach

## Applicant Information Pack



# Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



[unitedwelsh.com/contact](https://unitedwelsh.com/contact)



[tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)



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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 **6,700 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.

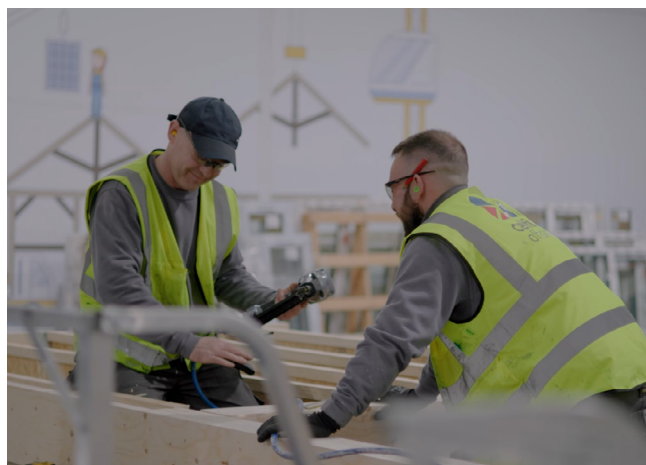
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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 Group includes our repairs and maintenance service Celtic Horizons; timber frame home manufacturer Celtic Offsite and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

With over **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.



# Group structure

**United Welsh**

**Celtic Horizons  
Ltd**

**Harmoni  
Homes Ltd**

Developing homes for  
United Welsh

**Celtic  
Horizons**

Asset  
Management

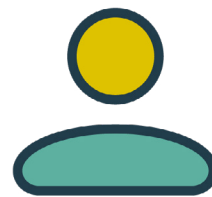
**Celtic  
Offsite**

Timber frame  
factory

The Celtic  
Horizons asset  
management  
service for  
United Welsh  
is delivered in  
partnership with  
Mears Ltd



# Job Profile



## Senior Mental Health and Wellbeing Coach

### Reporting to

Team leader

### Responsible for

Line management of Mental Health and Wellbeing Coaches

## Broad purpose of the post

We are looking for someone with passion and drive to join our Bespoke Repatriation service leadership team, enabling a team and patients to thrive.

This role will support the team leader in the delivery of a 24/7 support service in partnership with Aneurin Bevan University Health Board (ABUHB). The service supports people to transition from secure hospital residential settings into a supported community setting. Eventually, the service will help the individual to live independently in the community.

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.

This role involves supporting people in (but not restricted to) Caerphilly, Abergavenny, Newport, Blaina and Brynmawr.

- Permanent
- 37.5 hours per week on a shift basis, covering Monday-Sunday
- £37,986 per annum
- Closes Wednesday 30th April

# Key Accountabilities



- Assist the team leader in the day to day operational management of the service, including staff support, operational paperwork and reviews of support quality
- Share supervisory duties for team with team leader, including one-to-ones with team members
- Lead on specific areas of the service (to be decided in role, in consultation with the team leader and strategic lead). These could include inductions, assessments, repatriation needs, support reviews, tenancy management and health and safety roles
- To assist the team leader with transition of individuals from health care settings to the service
- To assist with and lead on the transition from the service into the community. This may involve liaison with local authorities and wider health care professionals
- Sharing responsibilities with wider management to lead team meetings, audit the service and drive service improvement
- Continuously embedding our values and principles, and encouraging a safe and psychologically led environment for both staff and supported individuals
- Sharing on-call responsibilities with wider management team
- Assisting with crisis management, ensuring all events are appropriately responded to and escalated where required
- Proactive and timely liaison with community mental health teams, the Hiraeth team at ABUHB, police, crisis, management, and third sector where appropriate
- To assist the team leader with regular training of the team, including new inductions and basic training
- Share responsibility to complete individual reports of service users on a quarterly basis
- Develop, coordinate and communicate support plans in partnership with patients & health partners
- Develop, coordinate and ensure the service is sufficiently staffed through managing a rota developed to meet the needs of the service
- 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
- Actively promoting the standards underpinned by a psychologically informed environment in all aspects of service delivery and support



# Personal Requirements

## Essential

- 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 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
- A high level of emotional intelligence; to be non-judgemental, resilient, and empathic. This candidate will also be a strong communicator and be confident in influencing and leading others
- You must have a full driving licence and be prepared to travel as part of this role
- Experience of representing and advocating needs of service user and staff needs
- Experience of working with individuals with complex mental health needs, disrupted attachments and interpersonal difficulties and challenging behaviour
- Experience of working with individuals with complex mental health needs, disrupted attachments and interpersonal difficulties and challenging behaviour
- You must be willing to work on and on-call basis
- Flexibility as some weekend and/or evening working may be required

## Desirable

- Understanding of PIE, ACEs, and strength/restorative-based approaches
- Welsh language skills

Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all of the criteria will be considered in the process of making an appointment.

A DBS is required for this role, but can be applied for as part of the hiring process.



# Terms and Conditions

## Current Salary

Total salary is **£37,986** per annum.

## Pension Plus

While working at United Welsh you are eligible to join our pension scheme. 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.

## SimplyHealth

While working at United Welsh you are eligible for enrolment in our SimplyHealth healthcare plan.

## 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

## Right to work in the UK

We welcome applications from individuals who already have the right to work in the UK, as unfortunately, we are unable to offer visa sponsorship at this time.

Any job offer will be dependent on receiving appropriate documentation to confirm your eligibility to work in the UK, as part of our commitment to compliance and fairness.



# 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)
- Membership to our **SimplyHealth** healthcare plan
- **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
- We are committed to supporting applicants and staff with disabilities and are a **Disability Confident Employer**
- We are committed to becoming a **menopause friendly employer**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



# How to apply

To apply, please send a CV and cover letter to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com). Your cover letter must address each of the essential and desirable criteria, detailing your knowledge and experience in relation to each one, in no more than 1,000 words.

In addition to your CV and cover letter, please also complete our online Equality, Diversity and Declaration of Interest form which can be found on our website [here](#). If you do not complete all parts of this process, you will be at risk of your application not being progressed further.

**Closes:** Wednesday 30th April

We reserve the right to close this role early if we receive a high volume of suitable applications.

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. You can complete this form online. 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.

**Your privacy is important to us. To learn more about how your personal information is processed when applying for a job with us, you can find our Privacy Notices [here](#).**

