

Job Description

Mental Wellbeing Coach

Responsible to	Team Leader
Salary	NJC Scale 17 (£30,060)
Hours per week	35 hours per week
Annual Leave per annum	25 (rising to 30 days after 5 years)
Main base	Tameside
Contract	Fixed Contract until 31st March 2026 (view to extend)
Level of DBS check	Enhanced with check of adults barred list

Main aims of the post

To provide support for individuals experiencing challenges with their mental health and overall wellbeing. This role involves guiding service users through the often complex health and social care systems, helping to identify and overcome barriers to self-management, and promoting sustainable coping strategies. Emphasis is placed on empowering individuals by building on their strengths and focusing on what is within their control.

Key Responsibilities:

- Assist clients in addressing key barriers that impact their wellbeing, such as social isolation, employment challenges, financial difficulties, housing instability, access to welfare support, and behaviour change.
- Support individuals in developing strategies for long-term self-management and resilience.
- Collaborate with relevant agencies and services to ensure clients receive holistic and coordinated care.
- Offer help, advice, and emotional support, meeting people where they are at in a safe, relaxed, and friendly environment.
- Use person-centred coaching tools and relationship-based practice to support clients to achieve goals and issues that are important to them.
- Work collaboratively to deliver holistic support with other members of the service from a range of partner organisations.

- Be responsible for developing effective working relationships with all partners, stakeholders, and local organisations to create social networks and local activities that can be sustained by the community in the longer-term.
- Deliver group interventions.
- Promote wellbeing and healthy lifestyles.

Main duties of the post

1. To work with a variety of individuals in one to one and group settings using a range of coaching interventions, and evidence-based tools and techniques to help clients achieve their goals.
2. To develop and maintain good communication with people accessing the service to ensure that their strengths, goals and preferences as individuals are met and connect them to relevant services and opportunities within their community to achieve these.
3. To manage a caseload of clients and to record activity and report in a timely manner.
4. To develop and maintain positive and effective relationships with key relevant community-based service providers to ensure effective and smooth onward referrals e.g. other local voluntary, community, and social enterprise organisations.
5. To undertake person centred assessments which identify areas where the person wishes to see change and or recovery and make an accurate assessment of risk to self and others.
6. To make decisions on suitability of new referrals, adhering to the service criteria and supporting the person to the right part of the wider mental health pathway.
7. Build up knowledge of what services are available in the local and wider community and assist with recording this both locally and centrally.
8. To work with groups of clients to help them achieve their goals, identifying local gaps in meeting a specific need and feed this information into team meetings.
9. Support and assist with the monitoring and evaluation of the programme including producing relevant monitoring reports as well as collecting broader qualitative and outcome data from case studies, focus groups and interviews to understand how or why the delivery approach is impacting on people and the local community.

10. Contribute to the development of the service including the development and maintenance quality assurance and improvement systems that monitor standards and support high-quality service delivery.
11. To ensure quality standards are adhered to and met, and statutory responsibilities are followed and reported as required.
12. To actively participate in caseload management with your line manager / coordinator.

General work related expectations
1. To work within the Big Life group's values ethos and vision.
2. To contribute to the development of the Big Life group.
3. To work in accordance with all policies and procedures of the Big Life group, particularly (but not exclusively) Health and Safety; Information Governance and Safeguarding.
4. To commit to own personal development and attend training or development activities as required.
5. To work in accordance with all relevant legislation.
6. To undergo regular supervision and at least an annual appraisal.
7. To undertake any other duties as required, and as appropriate to the post.

Person Specification

Mental Wellbeing Coach

The successful candidate must be able to demonstrate that they meet all of the following points below.

Key – Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

Area	Method of assessment
1.Experience	
a. Experience of working with people facing a range of barriers and social issues.	A/I
b. Experience of working in one to one and group settings using a range of coaching interventions, and evidence-based tools and techniques to help clients achieve their goals	A/I
c. Experience of undertaking person centred assessments which identify areas where the person wishes to see	A/I/T

change and or recovery and make an accurate assessment of risk to self and others.	
d. Experience of managing a caseload of clients and keeping up to date records using a database.	A
e. Experience of making referrals and/or signposting to relevant services.	A/I/T
f. Experience of working with individuals (1-2-1) and groups of people in different settings to help them achieve their goals.	A/I
g. Experience of working with a range of agencies and organisations to develop effective working relationships.	A/I
h. Experience of working effectively in a person-centred way with individuals with people with multiple needs who may be in a difficult or emotional personal situation.	A/I
2.Skills	
a. Ability to use a client database and take quality notes to keep accurate records.	A/I
b. High level of self-awareness – the ability to reflect on own practice and ability to assist clients to help them define and achieve their goals and aspirations.	A/I
c. Ability to manage a varied and complex workload effectively.	A/I
d. Ability to work well across a range of different subject areas such as housing, mental health, education, probation, and debt management with staff from a range of agencies and organisations to better integrate services for clients.	A/I
3.Knowledge	
a. Knowledge and understanding of the difficulties faced by people who experience multiple needs.	A/I
b. Knowledge of the local area your service is based in (community groups, services available as well as local demographics).	A/I
4. Education	
a. Ability to integrate training into practice	A/I
a. Level 5 qualification (i.e., Diploma of higher education Diploma of further education Foundation degree HND) or equivalent experience at professional level.	A/I
5. Personal	
a. Positive outlook and a 'can do' attitude.	A/I
b. Personal resilience and flexible attitude in the face of difficulties.	A/I

c. Commitment to working towards the Big Life group's ethos and values, including having a non-judgemental approach.	A/I
d. Commitment to personal development and a willingness to regularly update skills and experience.	A/I