

Recruitment pack

THE BIG LiFE GROUP



Mental Wellbeing Coach

This job changes lives



About The Big Life Group

The Big Life Group's mission is to fight for equity, in health, in wealth and in life. We are a social business delivering a range of services across the North of England, covering everything from mental and physical health, addiction and criminal justice, to housing, education, family support and much more. What links them together is the way we work – The Big Life Way.

We always stand shoulder-to-shoulder with people, working with them on the things that matter most to them. Everything we do is designed and informed by the needs, priorities and strengths of people and communities.

Our values

- **Courage:** We stand up for ourselves, and the people and communities we work alongside, even when that makes us unpopular, or challenges accepted wisdom.
- **Creativity:** We find innovative solutions that work, never accepting the easy option or the status quo.
- **Honesty:** We act with integrity, speaking the truth to ourselves and others.
- **Inspiration:** We are inspired by the people and communities we work with and share what we learn from them to inspire others.
- **Thoughtful:** We act with care and compassion and work to understand people's experiences. We take time to listen, reflect and continually learn.
- **Valuing difference:** We recognise and celebrate the unique qualities, gifts, insights and perspectives that different people offer.

Working at Big Life

At Big Life, work is more than a job – it's about standing shoulder-to-shoulder with people and communities, making a difference every day. We fight for equity in health, in wealth and in life, and that commitment starts with how our staff.

Be yourself

We want you to feel safe, respected and able to bring your whole self to work. Difference is celebrated here, and our staff networks - from menopause to neurodiversity, LGBTQI+ and more - create space to connect and support each other.

Benefits that matter

We offer more than a payslip - you'll find wellbeing support through LifeWorks, Simply Health and mindfulness sessions, 25-30 days' annual leave plus your birthday off, flexible working, and regular learning opportunities. Everyday perks include Blue Light Card discounts, savings schemes, cycle-to-work, free eye tests and more - little extras to make life easier inside and outside of work.

Recognised as outstanding

We're proud to be ranked by Best Companies as one of the UK's outstanding places to work, with a two-star accreditation in 2024.

A culture of trust and flexibility

Our people describe our culture as relaxed and supportive. You'll be trusted to plan your own day, take breaks when you need, and work in a way that fits with your life as well as your role.

If you're looking for more than a job - if you want to be part of a team that's bold, creative and relentlessly committed to equity – then Big Life could be the place for you.



Job Description: Mental Wellbeing Coach

The basics

Salary

NJC Scale 22 (£32,654 a year)

Hours

35 hours per week, fixed term maternity cover

Annual leave

25 days, increasing to 30 days after five years

Level of DBS check

Enhanced with check of adults and children barred list and level one vetting

Base

HMP Forrest Bank, HMP Styal, HMP Risley and HMP Thorn Cross

Line manager

Team leader

Closing date for applications

Friday, 15 May. Interviews will take place on the week starting Monday, 25 May.

What you'll be doing

As a Mental Wellbeing Coach for our new prison-based mental wellbeing service, you will support people in prison to navigate their way through the complex health and social care environment, removing the barriers that may impede self-management and helping to embed coping strategies.

The service works in collaboration with partner organisations to provide one-to-one support and group support, as well as targeted wellbeing courses tailored to the specific priorities of people in prison; to enhance their overall wellbeing including their mental health, coaches will provide brief psychological interventions and coping techniques.

Main duties

- Work with a variety of people in prison, in both one-to-one and group settings, using a range of peer support coaching interventions, and evidence-based tools and techniques to help them achieve their goals
- Develop and maintain good communication with people accessing the service to ensure that their strengths, goals and preferences are met, connecting them to relevant services and opportunities within prison and in their community when they are released
- Manage a caseload of people and record and report activity in a timely manner
- Develop and maintain positive and effective relationships with key prison and community-based service providers to ensure effective and smooth onward referrals
- Undertake person-centred assessments that identify where the person wants to see change or recovery, assessing any risks to themselves and others
- 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 within prisons
- Build up knowledge of what services are available in the local and wider community and assist with recording this locally and centrally
- 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.
- Support and assist with monitoring and evaluating the programme, including collating relevant monthly monitoring information and collecting broader qualitative and outcome data from case studies, focus groups and interviews
- Contribute to the development of the service, including the development and maintenance of quality assurance and improvement systems
- Ensure quality standards are adhered to and met, and statutory responsibilities are followed and reported as required
- Participate in caseload management with your line manager or coordinator

Work-related expectations

- Work within Big Life's mission and values.
- Contribute to Big Life's ongoing development and strategic goals.
- Ensure the safety and wellbeing of service users and staff by adhering to safeguarding, information security, and all Big Life policies.
- Commit to personal development and take part in relevant training and supervision.
- Work in accordance with all relevant legislation and regulatory requirements.
- Maintain a positive, can-do attitude and flexible approach to changing priorities.
- Participate in regular one-to-ones and annual reviews.
- Undertake any other duties as required, appropriate to the post.

Person Specification: Mental Wellbeing Coach

The successful candidate will be able to demonstrate that they meet the following points, either in their application, at an interview or through taking part in a test.

Experience

- Experience of working with people facing a range of barriers and social issues
- Experience of managing a caseload of people and keeping up-to-date records on a database
- Experience of working with people on a one-to-one basis and in groups in different settings to help them achieve their goals
- Experience of working with a range of agencies and organisations to develop effective working relationships
- 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

Skills

- Ability to use a client database and take quality notes to keep accurate records
- 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
- Ability to manage a varied and complex workload effectively
- Ability to work well across a range of different subject areas such as mental health, education, employment, probation with staff from a range of agencies and organisations to better integrate services for clients
- Ability to integrate training into practice

Knowledge

- Knowledge and understanding of the difficulties faced by people who experience multiple needs
- Knowledge of the local area your service is based in (community groups, services available as well as local demographics)

Personal

- Positive outlook and a can-do attitude.
- Personal resilience and flexible attitude in the face of challenges.
- Commitment to working within Big Life's mission and values, with a non-judgemental and inclusive approach.
- Commitment to personal development and continuous learning.
- Ability to act with integrity, professionalism, and compassion.



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thebiglifegroup.com