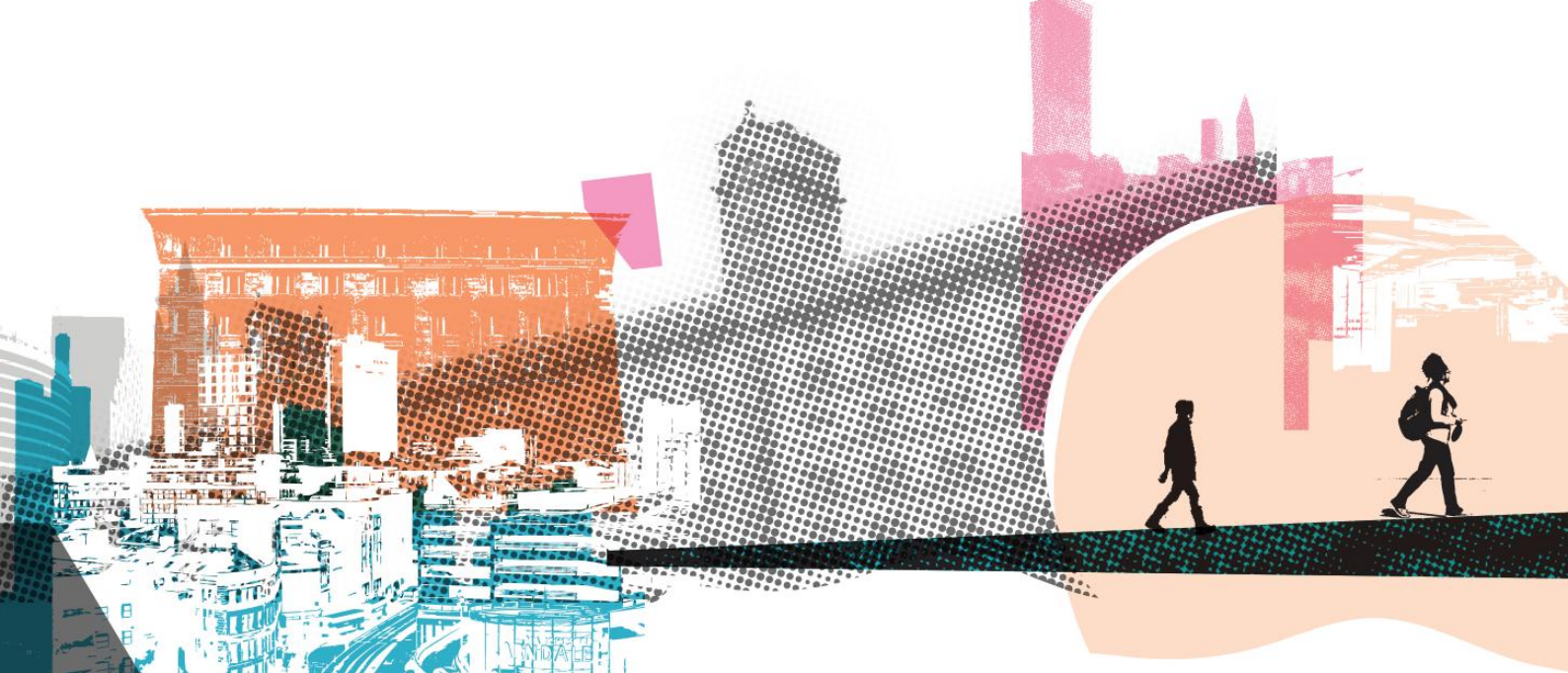


# THE BIG LiFE GROUP



## **Mental Wellbeing Coach** **Safe Tameside**

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

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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

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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

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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

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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 Health Coach

## The basics

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### Salary

£31,022 pro rata (NJC Scale 5, SCP 17).

### Hours

This is a part-time role working 17.5 hours per week in line with service requirements and agile working arrangements. Hours will be worked across a minimum of three days, Monday to Friday. We are open to discussing the exact working pattern with the successful candidate at interview.

### Annual leave

25 days (pro rata), increasing to 30 days after five years.

### Base

SAFE Tameside, 12 George Street, Ashton-under-Lyne

### Closing date for applications

The closing date for applications is 9 September at 5pm. Applications received after this time will not be considered and CVs will not be accepted. Interviews will take place on 17 September.

Applicants are welcome to apply for this role individually or ask to be considered for both this role and the Mental Wellbeing Coach – Tameside and Glossop Neighbourhood Mental Health Service.

We recognise that AI tools can be useful in supporting job applications, for example by helping with spelling, grammar, structure, or clarity. However, the content of your application should reflect your own skills, experience, knowledge, and ideas. You may be asked at interview to expand on or discuss any part of your application.

## What you'll be doing

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As our Mental Wellbeing Coach, you will provide warm, non-judgemental and person-centred support to adults experiencing emotional distress or a self-defined crisis through SAFE Tameside.

You'll work as part of the SAFE team, using coaching-informed, strengths-based and solution-focused approaches to help people understand and manage their current distress. You'll help

people recognise their strengths and coping strategies, explore practical options and identify achievable next steps.

This is a non-clinical role focused on helping people de-escalate and manage their immediate crisis. You won't provide psychological therapy, clinical mental health assessments or ongoing case management. Instead, you'll use your professional judgement to recognise when someone needs additional or more specialist support and help them access the right service.

You'll work closely with the Neighbourhood Mental Health Team and other partners, helping people make connections with mental health, health, social care, voluntary and community services that can support their longer-term wellbeing.

## **Main duties**

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- To provide one-to-one and, where appropriate, group support to people experiencing emotional distress or crisis.
- To use coaching-informed, strengths-based, solution-focused and guided self-help approaches within the SAFE crisis environment.
- To support people to identify their priorities, strengths, coping strategies, choices and practical next steps.
- To use appropriate non-clinical approaches to support de-escalation and emotional regulation.
- To recognise when a person's needs or presentation are outside the remit of SAFE and seek appropriate support or escalation.
- To recognise and respond appropriately to risk and safeguarding concerns, following SAFE's agreed escalation procedures.
- To complete SAFE's approved Initial Conversation and follow-up documentation, including risk formulation and safety planning where appropriate.
- To make appropriate referrals, signpost people and provide warm handovers to mental health, health, social care, voluntary and community services.
- To work collaboratively with the Neighbourhood Mental Health Team and other partner services.
- To provide short-term follow-up support where appropriate to complete outstanding actions from an initial SAFE contact.
- To contribute to appropriate communication with GPs, including completing SAFE Next Steps Reports where required.
- To maintain accurate and timely records on CMS in accordance with Quality Notes and information governance requirements.

- To maintain knowledge of local community resources and opportunities that can support wellbeing and help reduce future crises.
- To participate in supervision, team meetings, reflective practice and relevant training.
- To contribute to the ongoing development, quality and improvement of SAFE Tameside.

## **Work-related expectations**

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- To work within Big Life Group's mission and values.
- To contribute to Big Life Group's development.
- To ensure the safety of all people by adhering to safeguarding, information security and all other Big Life Group policies.
- To commit to personal development and attend training or development activities as required.
- To work in accordance with all relevant legislation.
- To have a 'can-do' approach and attitude.
- To participate in regular one-to-ones, supervision and an annual review.
- To undertake any other duties as needed, 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

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- Supporting people experiencing emotional distress, crisis or challenging circumstances.
- Using coaching, strengths-based, solution-focused or other person-centred approaches to support people.
- Working with people with a range of needs and circumstances, including people who may be distressed or vulnerable.
- Recognising and responding appropriately to risk, safeguarding concerns and the need for onward support.
- Working collaboratively with other services and making appropriate referrals or signposting.

## Skills

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- Strong communication, listening and relationship-building skills, with the ability to engage people quickly and effectively.
- Ability to use coaching skills flexibly to help people identify their strengths, coping strategies, choices and next steps.
- Ability to remain calm, compassionate and professional when supporting people experiencing emotional distress.
- Ability to maintain accurate records and communicate information appropriately with colleagues and partner services.
- Ability to adapt your approach to the needs of the individual and the situation.

## Knowledge

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- Understanding of risk and safeguarding within a crisis support environment.
- Understanding of the boundaries of non-clinical crisis support, including when a person needs escalation or support from another service.
- Understanding of strengths-based, person-centred and solution-focused approaches.

## **Education**

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- Relevant coaching qualification or demonstrable coaching experience.
- Commitment to ongoing learning, supervision and professional development.

## **Personal**

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- Warm, non-judgemental and person-centred approach, with a genuine belief in people's strengths and ability to identify their own solutions.
- Self-aware and resilient, with the ability to maintain appropriate professional boundaries within a crisis environment.
- Flexible and able to adapt your approach to the needs of the individual and situation.
- Commitment to Big Life Group's mission and values.
- Commitment to personal and professional development.



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We fight for equity –  
in health, in wealth and in life.

[thebiglifegroup.com](http://thebiglifegroup.com)