



## Wellbeing Team Leader Job Description

**Location:**

Office, remote working, outreach sites

**Report to:**

Chief Executive Officer

**Overview:**

South Kent Mind's Vision:

Everyone with a mental health problem in our area has somewhere to turn for advice and support that is person-centred.

Strategic Aims:

- **Build Resilience**  
We will empower people towards resilience by raising awareness, educating, and providing early intervention opportunities aimed at preventing problems occurring or reoccurring wherever possible, or reducing their impact if they do.
- **Provide Relief**  
We'll listen, give support and advice, provide comfort and relief through a wide range of services across South Kent and develop and grow our provision/services accordingly.
- **Aid Rehabilitation**  
We support people on their road to recovery so they can reintegrate with their communities and provide wider support with a long-term view of ensuring a positive, healthy, inclusive and productive environment.

**Role Description:**

- Responsible for the delivery of high quality and consistent wellbeing and support services, ensuring compliance with health and safety, best practice guidelines and contractual requirements.
- Build relationships with providers and community to support the delivery of South Kent Mind services.
- Manage the Wellbeing Co-ordinators
- Ensure service users are genuinely involved in service design.

**Key Tasks:**

- Line management of Wellbeing and Support Coordinators
- Manage staff working times, rotas, holiday etc of your team
- Understand and monitor the budget for Wellbeing services
- Ensure wellbeing and support staff have everything they need to provide a high quality service
- Respond to email and telephone enquiries as appropriate.
- Liaise with the Office Manager to ensure the building meets the needs of services, all services are understood and communicated externally
- Monitor the quantitative and qualitative data and provide reports on contract performance, demographics of people using the service, and measured benefits from accessing South Kent Mind.
- Interview and induction of volunteer counsellor placements
- Liaise with the Volunteer Coordinator to ensure volunteers and peer mentors are fully involved in wellbeing services
- Oversee training delivery
- Participating in meetings with Trustees, CEO, staff, volunteers, service users as required and, where appropriate, representing South Kent Mind in external meetings.
- Lead performance meetings with commissioners of contracted services
- Encourage recovery and integration of people using the service into the wider community
- Provide support and advocate on behalf of people facing difficulties

**General Tasks:**

- Work with staff/volunteers to assist users of the service to enhance their confidence, self-esteem and social skills in a safe and non-threatening environment.
- Work within the guidelines of Health and Safety in the workplace.
- Maintain good staff/volunteer relations as per South Kent Mind's Policies and Procedures.
- Ensure user confidentiality and keep detailed and accurate records where necessary.
- Attend and make input to staff meetings and provide follow up where appropriate.
- Ensure targets, deadlines and reasonable requests are met.
- Participate in promotion and fundraising activities
- Participate in training (both internal and external courses) as appropriate.
- Ensure services are accessible to everyone in the South Kent Mind area.
- Ensure services are accessible to everyone regardless of their age, gender, ethnicity, language, disability etc.

**What we expect from you**

- Experience of managing in the voluntary or community sector - alternatively be able to demonstrate the range of transferable skills acquired in other sectors that would meet the job description.
- Experience of undertaking management responsibilities will be an advantage.
- The ability to be well organised with a systematic and positive approach to challenges.
- The ability to be flexible and able to address change as well as supporting others to do likewise – a team builder.
- Willing to take responsibility and work on own initiative but within agreed boundaries.
- An excellent communicator who appreciates the importance of sharing information with the staff/volunteer team, service users and Trustee Board when necessary.
- Able to convey information in a clear and concise way.
- A flexible approach to working duties
- Have knowledge and experience in the mental health sector where possible.
- Able to work within the policies and procedures of South Kent Mind.
- Able to ask for help or support if needed.
- IT literate.

**What you can expect from us:**

- A manageable workload
- Regular one to one with the CEO
- We will ensure that you are fully supported to carry out your role and that you have every opportunity to develop the role and your skills over time.
- We will provide ongoing support, training and supervision.
- We will ensure you are fully familiar with our policies.