

**Job Description**

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| **Job Title:** | Wellbeing Café Senior Facilitator |
| **Reporting to:** | Wellbeing Café Coordinator |
| **Accountable to:** | Chief Executive Officer |
| **Salary:** | £24,375 per annum – Pro-Rata £7,800 (12hrs/week at £12.50/hr) |
| **Hours:** | 12 hours per week, on average, according to service need; There will be a need to deliver these hours flexibly to cover holidays and sickness. |
| **Annual leave:** | 25 days per annum pro rata, plus Bank Holidays |
| **Place of work:** | Sunlight Centre |
| **Period of contract:** | This is a fixed term contract for until 31st March 2024 linked to current funding but could be extended beyond 31st March 2024, if funding allows. |

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| **Aims of the post** |
| To support the co-ordination and delivery of the Wellbeing Café, which is a preventative mental health service, delivered from Sunlight Centre, by providing direct support to the Wellbeing Services Co-ordinator and community members. The post holder will be expected to take responsibility for the smooth operation of the café when on site, working with SDT staff and others to provide a high quality first point of contact for community members attending the wellbeing café and actively contributing to the smooth and efficient running of the services provided. The post holder will be expected to work closely with Trust staff to ensure the health, safety and security of community members, the site and Trust property at all times. |

**Main duties and responsibilities**

* To work under the supervision of the Wellbeing Café Coordinator, taking a direct role in the development and delivery of Wellbeing café activities. This will include assisting and supporting community members attending the café, SDT staff and those from other organisations to ensure the smooth and effective running of the café. Line management of 2 x Wellbeing Café Facilitators
* Be a staff member for the wellbeing café rota, assisting with all aspects of the set up and clear down of the daily café, ensuring a welcoming and professional atmosphere is provided to all visitors and employees and the site is managed in accordance with health and safety requirements.

**General duties and responsibilities**

* Provide community members attending the café with a welcoming reception, ensuring an appropriate induction is provided and the administrative requirements of the scheme are completed and maintained. This includes personal contact details, completion of the Terms of Use, attendance registers and wellbeing related surveys and plans.
* Provide practical and personalised one to one and group-based support to community members to enable them to set and achieve their own goals towards improved health and wellbeing.
* Working with the line manager to plan and deliver sessions as appropriate ensuring that sessions directly linked to the Five Ways to Wellbeing are available to community members during each session.
* To liaise closely with the line manager and Wellbeing Café Co-ordinator regarding any immediate concerns about the wellbeing or welfare of any person attending the café, taking action to support an appropriate urgent or non-urgent response as necessary.
* Provide information and signposting to health, employment, housing, welfare advice, social care and other services in Medway.
* Be familiar with, and competent in all aspects of building and site security, ensuring the security and safety of the site at all times. This will include monitoring CCTV, the operation of security, panic and fire alarms alarm systems and complying with site health and safety responsibilities.
* Be aware of and take responsibility for identifying and reporting safeguarding matters and health and safety issues on site, taking remedial action as necessary to ensure the security and safety of building users and members of the public.
* Challenge and manage the inappropriate behaviour or conduct of Wellbeing Café attendees and other visitors to the site in line with the Trust’s values and ethos.
* Familiarise him/herself with local health and care services and related community organisations to ensure effective and responsive urgent and non-urgent signposting is made available to attendees.
* Keep and maintain accurate records of contact with attendees and outcome related information, as required by his/her line manager.
* To support the development of scheme policy and procedure by assisting in the development of required materials and the reporting of scheme activity for contract reporting requirements.
* Undertake training and personal development relevant to the job role within the Wellbeing café, such as Food Hygiene, Fire Warden, First Aider, Mental Health First Aider, Safeguarding and other relevant training.
* To take responsibility for opening and closing the building on an exceptional basis ensuring relevant alarms are set and disabled, and site security is maintained at all times.
* To routinely support monitoring and supervision of entry to and exit from the building and grounds, in respect of safety and security; reporting any serious issues or concerns to the Wellbeing Services Co-ordinator and colleagues, as appropriate.
* Liaise with Trust staff, as necessary, to co-ordinate and deliver booking requirements, such as refreshments and food.
* To familiarise him/herself with cleaning materials and to carry out the cleaning of rooms and communal areas as and when necessary to ensure facilities are suitable for use by wellbeing café attendees as well as other building users.

**Wellbeing Café Senior Facilitator**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** | Experience of working in a busy service providing direct contact with customers and suppliers.  Experience of working as part of a team. | Facilities experience.  Experience of supporting people with lived experience of mental health issues.  Experience of working in a mental health or social care, housing, or education environment |
| **Skills and Abilities** | Line management experience  Friendly and assertive, demonstrating the ability to take charge and use initiative appropriately.  Possess strong interpersonal and communication skills including listening and diplomacy.  Able to follow verbal and written instructions and to write clear and concise reports of incidents.  Ability to understand good customer care and be able to provide an excellent customer focus at all times and deal with conflicting priorities.  Ability to work effectively without direct supervision, and on own initiative. | Excellent administration and IT skills |

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|  | **Essential** | **Desirable** |
| **Knowledge and Qualifications** | Good standard of literacy and numeracy  Good understanding of customer service  A good understanding of Health & Safety, Equalities and Data Protection issues  NVQ Level 3 Mental Health First Aid | Level 3 NVQ or equivalent in one or more of the following subjects   1. Safeguarding Vulnerable Adults 2. Mental Health Awareness 3. Risk Assessment 4. Suicide Prevention Awareness 5. Self-Harm Awareness 6. Challenging Behaviour |
| **Training** | To have attended or be willing to undertake training for the role of Fire Warden, First Aider, and other relevant Health and Safety responsibilities such as Accident reporting COSHH. | Trained in relevant health and safety roles and responsibilities. |
| **Health & Safety** | To have attended or be willing to attend in-house and basic H&S induction. |  |
| **Other** | Have the flexibility to work an alternating shift system  Adopts a positive attitude – willing to assist others when busy.  Takes responsibility for completing tasks. |  |