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## Shoreditch Trust Peace of Mind Wellbeing Practitioner: Job Description and Person Specification

### Job Description

The Peace of Mind programme guides and works with diverse groups of adults who want to improve their emotional wellbeing or recover from mental ill health. We do this with the aid of specific activities and approaches that will enable them to rediscover hope, build skills and move forward wherever they sit on the spectrum, from experiencing a period of stress to having a long-term mental health diagnosis. Our clients will develop better resources, rely less on statutory health services, have a greater quality of life and build more meaningful relationships with family and friends.

As the Peace of Mind Wellbeing Practitioner, you will take the lead on delivering one to one coaching support to clients that are referred to our programme; this will be complemented by taking an active role in developing and delivering group workshops and courses based on the needs identified in the one to one sessions and representing the Peace of Mind programme to potential partners and supporters. It is ideally suited to someone with experience of applying a client-centred approach and is able to strike the right balance between supporting clients and empowering them to improve their mental health.

**Reports to:** Peace of Mind Project Manager  
**Salary:** £26,000 per annum  
**Hours:** 35 hours per week  
**Duration:** Permanent, subject to passing probationary period  
**Probation:** Three months  
**Based at:** Healthy Living Centre, 170 Pitfield Street, London N1 6JP (primarily) and Units 1-2, 8 Orsman Road, London N1 5QJ  
**Holiday:** 25 days + bank holidays + discretionary December leave + 4 personal development days  
**Job ref:** POM02

## Principle tasks

The work plan will be split across five main areas:

### 1. Leading on and delivering one to one coaching support to clients referred to Peace of Mind

- Conduct initial assessments with new clients as they integrate into the Peace of Mind programme and draw up support plans by applying a person-centred approach;
- Undertake reviews with existing clients to assess their progress and ongoing support needs;
- Signpost, refer and support clients to further opportunities within Shoreditch Trust or in wider support networks;
- Provide flexible support to clients that have significant support needs;
- Work alongside the Peace of Mind Project Manager to ensure the balance of client uptake against team needs and requirements.

### 2. Developing and delivering group workshops and courses

- Plan and deliver group workshops and courses as part of the Peace of Mind programme of activities;
- Identify new activities in collaboration with new and existing clients to support the aims of the Peace of Mind programme;
- Work with the Peace of Mind Project Manager and Peace of Mind Project Coordinator to develop and implement activities as appropriate.

### 3. Contributing to Peace of Mind strategy and development

- Identify service user needs and assess impact of activities to inform development of team strategy;
- Working alongside the Peace of Mind Project Manager, monitor innovations and best practice in the field of mental health to help inform the team strategy and activities;
- Contribute to strategic discussions with the Peace of Mind Project Manager, the Peace of Mind Project Coordinator and other Shoreditch Trust staff to develop the team strategy, in line with the organisation's strategic framework;
- Support the development and implementation of monitoring and evaluation tools in line with client needs and Shoreditch Trust priorities.

### 4. Representing Shoreditch Trust and Peace of Mind to partners and stakeholders

- Attend and represent the Peace of Mind team and Shoreditch Trust at meetings with project partners in line with requirements to report on project performance developments;
- Develop and maintain strong relationships with referral agencies to keep them up to date about client progress and enable continued referrals of high quality;
- Identify and where appropriate liaise with local organisations that can support clients to achieve their aims;
- Develop strong relationships with support agencies to maximise continuity of care;
- Maintain effective communication with Shoreditch Trust staff delivering other projects to enable effective cross-referral and internal project development.

## **5. Fulfilling administrative duties in line with core responsibilities**

- Monitor, evaluate and report on workshops and courses in line with programme aims and objectives;
- Maintain and update the client database as required, liaising with the Peace of Mind Project Manager and the Peace of Mind Project Coordinator and other Shoreditch Trust programmes as appropriate;
- Contribute to and chair team and full staff meetings as required;
- Undertake routine administrative duties in line with the role and project and organisational needs.

### **Job requirements**

- In order to be responsive to the community you will need to be flexible, working some evenings and occasionally weekends. Hours will be agreed on a mutually beneficial basis and reclaimed on a TOIL basis.

### **Corporate responsibilities**

- Conduct high levels of professionalism at all times with particular reference to punctuality, dress, presentation and administration
- Keep customer care as the major priority for service provision
- Ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Shoreditch Trust

*Please note that this job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.*

## Person specification

### Education and professional qualifications

#### Essential

- A degree in Psychology or related field, or a postgraduate qualification in mental health or counselling (or working towards gaining one).

### Experience

#### Essential

- Working in the mental health sector;
- Assessing and supporting clients with the aim of engaging them to take part in group activities;
- Working with vulnerable adults on a one-to-one basis over a sustained period of time;
- Working with adults who have experienced or are experiencing mental ill health;
- Applying therapeutic approaches such as life coaching, motivational interviewing, cognitive behaviour therapy, narrative therapy/psychodynamic approaches.

#### Desirable

- Counselling adults on a one-to-one basis;
- Facilitating small groups of vulnerable adults;
- Devising and developing lesson plans for workshops for small groups.

### Knowledge, skills and aptitudes

- Excellent knowledge and understanding of mental health challenges;
- Knowledge of evidence-based tools to measure and plan support for common mental health conditions (e.g. Wellness Recovery Action Plan, Patient Health Questionnaire (PHQ-9), Generalised Anxiety Disorder questionnaire (GAD-7));
- Excellent interpersonal skills including empathy, resilience and a non-judgemental approach;
- Good understanding of pathways for recovery for adults recovering from mental ill health;
- Good awareness of local services, current pressures on service provision and impact on service users;
- Able to maintain professional boundaries at all times and in particular with clients who may have significant support needs;
- Able to remain flexible and adaptable in a community-based and public-facing environment;
- Excellent team-working skills and particularly within a small team;
- Good attention to detail;
- IT literacy and good knowledge of Microsoft Office software;
- A strong interest in and commitment to the aims, ethos and values of the Peace of Mind programme and of Shoreditch Trust.