

INFORMATION PACK

**Senior Wellbeing
Practitioner – Carers**





WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



“Yesterday really shifted my perspective and gave me clarity on things. I've been reading more about my complex PTSD and so much more makes sense to me now. I genuinely just thought I would live the way I am now for the rest of my life, but this has been amazing.”

Saira, 44, Middlesbrough

Senior Wellbeing Practitioner – Carers

Job Overview

At Teesside Mind we recognise that caring for someone with mental health difficulties comes with its own unique challenges.

As a Wellbeing Practitioner for our Carers Project, you will be responsible for delivering holistic support to caregivers supporting them to foster self-empowerment to maintain their emotional, and mental wellbeing. Your role will involve helping people to talk through their current situation and difficulties, uncover and re-evaluate their strengths, and put plans in place to work towards their goals. You will also be required to deliver information and support group sessions, and to facilitate support groups; to address the unique challenges faced by caregivers who are supporting someone with mental health difficulties.

This role also includes senior duties such as supporting the team with case management, helping the manager with service development, and helping to ensure the service runs smoothly and efficiently. There is a requirement to work one evening a week to provide support to people who have other commitments in the daytime.

This role includes an element of outreach to underserved communities, you will need to be comfortable approaching new contacts and building relationships with local groups.

Key Responsibilities

- Conduct collaborative evaluations of caregivers' needs and help them to develop personalized wellbeing plans.
- Offer wellbeing and emotional support to caregivers, utilizing evidence-based therapeutic techniques.
- Facilitate support groups and workshops on topics such as stress management, self-care, and coping strategies.
- Collaborate with external agencies and community resources to ensure caregivers have access to additional support services.
- Provide education and training to caregivers on relevant topics related to caregiving, health, and wellbeing.
- Provide education and awareness sessions to other professionals on the unique challenges faced by caregivers when mental health challenges are part of the picture
- Maintain accurate records of client interactions and progress, ensuring confidentiality and privacy.
- Stay updated on best practices and research in the field of caregiver support and wellbeing.
- Support a small team of wellbeing practitioners to deliver a quality service
- Reach out into local communities including underserved communities to build strong links and increase referral rates

Senior Wellbeing Practitioner – Carers

Main duties and Responsibilities

- Being a point of contact for advice and guidance to the Carer
- Collating monitoring information
- To actively promote the service across South Tees particularly in underserved communities
- Ensuring all referrals are managed within a timely manner.
- Using the 'what matters to me' principle work with carers to identify strengths and challenges in their caring role and develop support plans.
- To provide emotional support, psychological coping, and self-care techniques for carers to help them manage their own wellbeing.
- To develop peer support and social opportunities for carers ensuring co production.
- To actively promote opportunities for carers such as training and work opportunities, personal budgets, respite breaks etc.
- To provide advice and information around mental health conditions, access to mental health services and available interventions.
- To provide information about the right to access a statutory Carers' Assessment and support carers to access them.
- Ensure the service outcomes are worked towards and achieved where possible as per service requirement.
- Ensure all records are accurately recorded in compliance with Minds policies and procedures.
- To work with service users on collaborative safety plans where appropriate and review these in accordance with Minds policy and procedure.
- To respond to any safeguarding concerns in a timely manner.
- As part of the wider carers team actively contribute to service development.
- To keep up to date with national and local policies that affect carers and passing on relevant information to carers.
- To represent the service and Teesside Mind at external meetings and events
- To work within the policies and procedures of Teesside Mind at all times.
- To take part in support, supervision, training, and development as required.
- To undertake other tasks commensurate with the position as required.

Person Specification Criteria

Experience, Qualifications & Knowledge	Essential	Desirable
Level 3 Relevant qualification or time served experience in a similar role	●	
Relevant degree or equivalent in social sciences, health, or education		●
Experience of working in mental health service/s and/or health and social care setting	●	
Ability to meet agreed/specified service targets	●	
Experience of partnership working	●	
Experience of assessing and support planning using person-centred approaches	●	
Experience of recognising when someone needs additional support	●	
Experience of delivering psychological coping and self-care techniques	●	
Experience of lone working	●	
Experience of effectively managing own case load	●	
Experience of risk management and safeguarding	●	
Worked in a service where agreed targets in place demonstrating measurable outcomes		●
Lived experience of a mental health difficulty (self, family)		●
Working as a team to help develop a service		●

Person Specification Criteria

Demonstrates knowledge of issues faced by adults caring for someone struggling with their mental health	●	
Demonstrates an understanding of how emotional distress and being in mental health crisis might affect individuals	●	
Knowledge of national policy and legislation in relation to carers' issues	●	
Knowledge of monitoring and evaluation methods, particularly those with an outcome focus	●	
Knowledge of the Voluntary and Community Sector	●	
Knowledge of relevant health and social care services within the local area		●

Skills and Competencies	Essential	Desirable
Planning and organisation skills	●	
Negotiation and problem-solving skills	●	
Ability to build effective relationships with a wide range of people	●	
Listening and support skills	●	
Communication skills	●	
Interpersonal skills	●	
Administration, IT, and accurate record keeping skills.	●	
Ability to self-motivate, work on own initiative, and make appropriate decisions	●	

Person Specification Criteria

Ability to work flexibly as part of a team	●	
Time management skills and a calm approach when working under pressure	●	
Ability to adhere to professional boundaries	●	

Other Personal Qualities	Essential	Desirable
Respectful, non-judgmental, and understanding approach to others	●	
Energy, enthusiasm, and perseverance	●	
Willingness to seek and use supervision and support	●	
Commitment to providing high quality services	●	
Commitment to Mind's values, policies, and procedures	●	
Commitment to continuing professional development	●	
Willingness to work flexibly and undertake different tasks as required	●	

Main Terms and Conditions

Job Title:

Senior Wellbeing Practitioner – Carers

Contract:

Fixed term until 31/03/2027 (with possible extension depending on commissioning)

Responsible to:

Service / Operations Manager

Hours:

28.5 hours per week. Flexible working pattern to fit the needs of the service. To include evening working until 7.30pm on a Tuesday or Wednesday

Salary:

£27,661.67 per annum pro rata

Location:

Office time at Lothian Road Middlesbrough and Civic Centre Redcar. Site visits across Middlesbrough and Redcar & Cleveland.

Disclosure:

This position is subject to a 26-week probationary period, satisfactory references, Mind's policy on the Protection of Vulnerable Adults and an enhanced CRB check and subsequent re-checks.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Lucy Coleman.

Please complete the application form on our website.

**Closing date for applications:
Wednesday 4th March 2026**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

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