

INFORMATION PACK

Redcar Wellbeing Support Worker





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

Redcar Wellbeing Support Worker

Main Duties

- **Client Support:** Provide structured emotional and practical support to individuals experiencing mental health challenges, promoting wellbeing and recovery.
- **One-to-One Work:** Conduct assessments, develop personalised support plans, and monitor outcomes in line with the Wellbeing Service model.
- **Group Facilitation:** Deliver peer-led sessions, focus groups, and training to raise awareness and build resilience.
- **Community Engagement:** Encourage clients to participate in community activities, learning, volunteering, or employment.
- **Peer Support:** Support the development of peer-led initiatives within services.
- **Team Collaboration:** Work closely with colleagues and the Service Manager to deliver high-quality, person-centred services.
- **Safeguarding & Confidentiality:** Adhere to safeguarding, data protection, and confidentiality policies at all times.
- **Service Development:** Contribute to service planning, evaluation, and improvement through client feedback and outcome monitoring.
- **Administration:** Maintain accurate records, manage your diary, and complete administrative tasks efficiently using the Mind case management system.

- **Information & Signposting:** Provide informed, friendly support and signposting via phone, email, and in person.
- **Training Delivery:** Lead or support mental health awareness sessions for partner organisations.

Additional Duties

- Work in partnership with external agencies to support clients.
- Promote client and public involvement in shaping services.
- Participate in training and development as required.
- Flexibility to adapt to evolving service needs.



Person Specification Criteria

Experience, Qualifications & Knowledge	Essential	Desirable
Level 3 qualification or equivalent experience in a relevant field	●	
Relevant degree in health, social care, or education		●
Experience in mental health support, including 1:1 and group work	●	
Strong understanding of mental health issues, wellbeing, and safeguarding	●	

Skills and Competencies	Essential	Desirable
Skilled in person-centred planning, risk assessment, and autonomous working	●	
Excellent communication, organisational, and IT skills	●	
Self-motivated, enthusiastic, and committed to ongoing professional development	●	

Other Personal Qualities	Essential	Desirable
Ability to build relationships across diverse groups and organisations	●	
Commitment to inclusion, equality, and the values of Teesside Mind	●	
Willingness to work flexible hours	●	

Main Terms and Conditions

Job Title:

Redcar Wellbeing Support Worker

Contract:

Permanent

Responsible to:

Operations Manager (Redcar & Cleveland)

Hours:

Up to 36.5 hours per week (job share considered)

Salary:

£25,192.81 per annum, plus contributory pension scheme

Location:

Redcar

Disclosure:

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

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:
Sunday 26th October 2025**

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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