
Job Description

Mental Health Recovery Practitioner

This is a new Lottery funded project (People and Places) for 4 years, to provide an all Wales wellbeing and mental health recovery support service, providing person-focussed support to vulnerable Black Asian Minority Ethnic people in communities within Wrexham, Gwynedd, Carmarthenshire and Swansea.

The following information is designed to help Diverse Cymru staff and those people considering joining Diverse Cymru to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
2. Diverse Cymru is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.
3. Diverse Cymru is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

HOURS: 2 x Full time 37 hours per week
2 x Part time 21 hours per week
Flexitime policy operates.
28 days annual leave pro rata plus public holidays
Initial Contract to 2026

SALARY: £20,500 per annum (37 hours)
£11,635 per annum (21 hours)

BASE: North Wales (home based, location flexible)
West Wales (home based, location flexible)

REPORTING TO: Diverse Cymru Mental Health Manager

PRIME OBJECTIVES OF THE POST:

Providing help and support to people experiencing mental health difficulties, particularly within minority ethnic communities, enabling them to sustain independent life in the community.

The post holder will:

- Provide relevant support to enable people to maintain their independence and to achieve their aspirations for independent living.
- Increase the motivation of individuals.
- Coordinate and develop the Befriending / Peer support volunteer roles
- Support individuals to pursue outside activities/interests.
- Support individuals to have the confidence necessary to appreciate that they can exercise choices.
- Develop the role of volunteers in delivering services to clients
- Provide relevant online digital support for ethnic minority individuals through various online activities that promote mental health and wellbeing.

SUPERVISORY RESPONSIBILITIES:

- Supervision of some volunteers.

SUPERVISION AND GUIDANCE:

- Reports to the Diverse Cymru Mental Health Support Manager but will be expected to work on own initiative with a high degree of independence, referring only complex issues to the Diverse Cymru Mental Health Support Manager.

- Will work closely with the other Diverse Cymru Team members in terms of consistent work practices, mutual support, and sharing of information/good practice on support work.
- Will respond to guidance from the Diverse Cymru Governing Body.

CONTACTS:

Operational contact with:

- Service providers and service users
- Agencies involved in related information and support services

RANGE OF DUTIES:

- Receiving initial requests for advice and information, assess users' issues and needs and ensure appropriate responses to their needs.
- Undertaking casework on behalf of users on issues directly or indirectly related or connected with their circumstances (e.g. housing, welfare rights).
- Liaise with multi-disciplinary agencies on behalf of service users
- Network with public sector and third sector organisations to promote the service and to signpost service users to other specialist agencies
- Coordinating and developing a volunteer befriending/ peer support service to help meet the needs of service users
- To work closely with Diverse Cymru Mental Health Support Manager to provide advice, information, and support to clients.
- Negotiating with relevant agencies on behalf of service users to further the progress of their case/claims.
- Maintaining up-to-date information and be aware of relevant legislation (e.g. Equality Act 2010).
- Keeping clear and precise records for all clients and be aware of confidentiality policies/vulnerable adult alerting procedures.
- To actively contribute to Diverse Cymru's campaigning and awareness raising work by feeding casework experiences to inform these activities and others, such as consultation exercises.
- Preparing reports as required for the BME Mental Health Support Manager including monitoring and statistics.
- To undertake any other duties as required which are appropriate to the work of Diverse Cymru which are commensurate with the responsibility levels of the post and bearing in mind the developing nature of the service.

- Responsible for data collected in pursuit of the above objectives.
- Access to paper/computerised records containing client's personal and financial information, in accordance with relevant Data Protection requirements.
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DIVERSE CYMRU

PERSONNEL SPECIFICATION

POST TITLE: Mental Health Recovery Practitioner (Ethnic Minority)

POST REF: DCBME SW 2020

SUMMARY OF JOB: Providing help and support to people experiencing mental health difficulties, particularly within the Minority Ethnic Communities, enabling them to sustain independent life in the community.

Diverse Cymru is an Equal Opportunities Employer and requires its employees to believe in equality and the rights of all people, both in terms of equal opportunity for employment and access to services. We are committed to making reasonable adjustments to the job role and working environment so that disabled people have access to job opportunities or current employees can continue working where they develop a disabling condition.

ATTRIBUTE	ESSENTIAL CRITERIA	DESIRABLE CRITERIA	HOW IDENTIFIED
QUALIFICATIONS, KNOWLEDGE EXPERIENCE	<ul style="list-style-type: none"> • Grade above level 4 (A, B, C), in 4 GCSE O levels including English and/or equivalent experience • At least two years experience of working in the voluntary sector • Experience of working with people from minority ethnic communities in Wales • A good understanding of advocacy support practices and principles • Experience of providing support to vulnerable 	<p>Educated to degree level</p> <p>Experience of enabling individuals to become more confident</p>	<p>Application form & Selection process</p>

	<p>clients either in a group or on an individual basis</p> <ul style="list-style-type: none"> • Commitment to involving volunteers in service development and initiating change • Knowledge and understanding of current legislation which underpins Health and Social Care. • Experience of working on your own and as part of a team to prioritise your workload within specific timescales and deadlines. 		
CIRCUMSTANCES/ PERSONAL	<ul style="list-style-type: none"> • Must be legally entitled to work in the UK. • If driving is a feature of this post – must have access to licensed vehicle and appropriately insured (e.g. business use) • Able to work flexible hours i.e. outside of 9-5 		<p>Selection process.</p> <p>Sight of appropriate documentation as specified in interview letter</p>
PRACTICAL AND INTELLECTUAL SKILLS	<ul style="list-style-type: none"> • Good written, verbal & Digital communication and presentation skills. • Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 		<p>Application form & Selection process</p> <p>Selection process.</p>
SPECIALIST KNOWLEDGE	<ul style="list-style-type: none"> • Awareness of Equalities issues and a passion to help create a nation without prejudice or discrimination, where every person is equal and diversity is celebrated. 	Additional languages spoken	Application form & Selection process

	<ul style="list-style-type: none"> • Knowledge of social care and mental health related support • Knowledge of ethnic minority communities • Ability and commitment to maintaining confidentiality of information relating to client and the organisation • Knowledge of support needs and their impact upon individuals, family and community 		
DISPOSITION/ ADJUSTMENT/ ATTITUDE	<ul style="list-style-type: none"> • Ability to motivate and inspire volunteers • Ability to work across disciplines and organisations • Excellent inter-personal skills, able to work with possible conflict and challenges using tact and diplomacy. 		Selection process