



Title:	Wellbeing Services Coordinator
Responsible To:	Head of Wellbeing and Counselling Services
Salary:	NJC 15 – 22 £ 29,093 - £ 32,654
Hours:	Full Time 37 Hours
Contract:	Initially to 31 st March 2026 continuation subject to funding.
Location:	Pontypool and Brynmawr Offices

Job Purpose:

To lead and support the delivery of high-quality mental health and wellbeing services across Torfaen and Blaenau Gwent from the Pontypool and Brynmawr offices of Mind in Gwent.

To manage, support and develop a small team of staff and volunteers to provide high-quality mental health and wellbeing services in Torfaen and Blaenau Gwent.

To develop and maintain strong, collaborative and positive relationships with local community organisations and stakeholders to enhance community reach and opportunities for service growth, sustainability and funding.

To oversee the day-to-day operations and running of the Pontypool and Brynmawr offices and services of Mind in Gwent.

To secure funding, grants and income growth in partnership with Mind in Gwent's Income Generation and Business Development Team to improve and grow mental health and wellbeing services in Torfaen and Blaenau Gwent.

Principal Responsibilities:

1. Lead and coordinate mental health and wellbeing projects and services, ensuring they meet service user needs and align with organisational objectives.
2. Provide line management, supervision, and support to project staff and volunteers.

3. Monitor and evaluate service outcomes, producing reports and updates for internal and external stakeholders such as the leadership team and funders, maintaining accurate records and contribute to monitoring and evaluation frameworks.
4. Oversee the day-to-day management of Mind in Gwent's Pontypool and Brynmawr premises, ensuring safety, accessibility, and regulatory compliance (e.g., health & safety, fire regulations) liaising with contractors, landlords, and suppliers for building maintenance and improvements.
5. Research, identify, and apply for funding opportunities including grants, tenders, and local authority commissioning, supporting budget planning and financial monitoring of funded activities.
6. Actively build and maintain relationships with funders, local community groups, statutory bodies, and other voluntary sector organisations working in collaboration to coproduce and to develop joint mental and wellbeing services, referral pathways and funding bids.
7. Represent the organisation at community events, forums, and strategic networks.
8. Ensure services are delivered in line with organisational policies, safeguarding standards, and relevant legislation.

EXPECTATIONS

1. To work in line with, and to support the delivery of, the vision, mission, values and goals of Mind in Gwent and to be a champion for Mind in Gwent at all times.
2. Adhere to and work within all the policies of Mind in Gwent such as child protection policy, protection of vulnerable adults, confidentiality and data protection policies, and the policies contained within the employee handbook.
3. To actively participate, engage with, and respond to, the Mind in Gwent supervision, external supervision and appraisal processes.
4. To attend and positively contribute to Mind in Gwent and Wellbeing and Counselling Team meetings and other meetings as required.
5. To attend and positively contribute to Mind in Gwent, Wellbeing and Counselling training as required.
6. To actively contribute to a positive, supportive and constructive working ethos, relationships and environment with Mind in Gwent, partner organisations and other organisations.

7. To contribute to making Mind in Gwent a greener workplace.
8. To support and contribute to our overall aim of the participation people with experience of mental health problems, including within Mind in Gwent and to be committed to working alongside people with experience of mental health problems, as colleagues, (paid & unpaid) experts and campaigners.
9. To be flexible, adaptable and undertake work to support the aims of Mind in Gwent, the aims the Wellbeing and Counselling Team and the aims of funders.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job as many points as possible should be addressed in your application form.

Experience
<ol style="list-style-type: none"> 1. Experience of promoting, delivering and developing community-based interventions, self-management courses, programmes and groups. 2. Experience of developing services particularly mental health and wellbeing services 3. Experience of supporting staff and/or volunteers. 4. Experience of applying for and securing grants or other funding. 5. Experience of day to day operational management and the running of a building or buildings including facilities management. 6. Experience of partnership working and stakeholder engagement. 7. Understanding of the challenges facing people with mental health needs.
Skills/Abilities
<ol style="list-style-type: none"> 8. Excellent oral and written communication skills with the ability to communicate to a high standard with a diverse range of people and audiences at different levels of understanding and ability. 9. Strong interpersonal skills and ability to build positive, collaborative relationships. 10. Able to work successfully on your own initiative and as part of a number of teams and partnerships. 11. Able to organise and prioritise own workload effectively to meet job and project objectives.

12. Ability to write funding bids and reports.

13. Competent IT skills including use of Microsoft Office and case management systems.

Equality and Diversity

14. Able to identify, understand and respond to the differential impact that disadvantage, inequality, stigma and discrimination have on individuals, communities and groups.

Values & Personal Qualities

15. Commitment to mental health and wellbeing.

16. Non-judgemental, inclusive, and compassionate approach.

17. Flexible and open to change.

Education and Training

18. A relevant degree or equivalent experience suitable to the role/ Training relevant to the role.

Other Requirements

19. A clean driving licence and access to a car.

20. Willingness to be flexible in meeting the needs of people with mental health and wellbeing problems, the needs of Mind in Gwent and the needs of other stakeholders such as funders.

21. A commitment to the ethos and values of Mind in Gwent and Mind.

22. Any other duties appropriate to the role as directed by a manager.