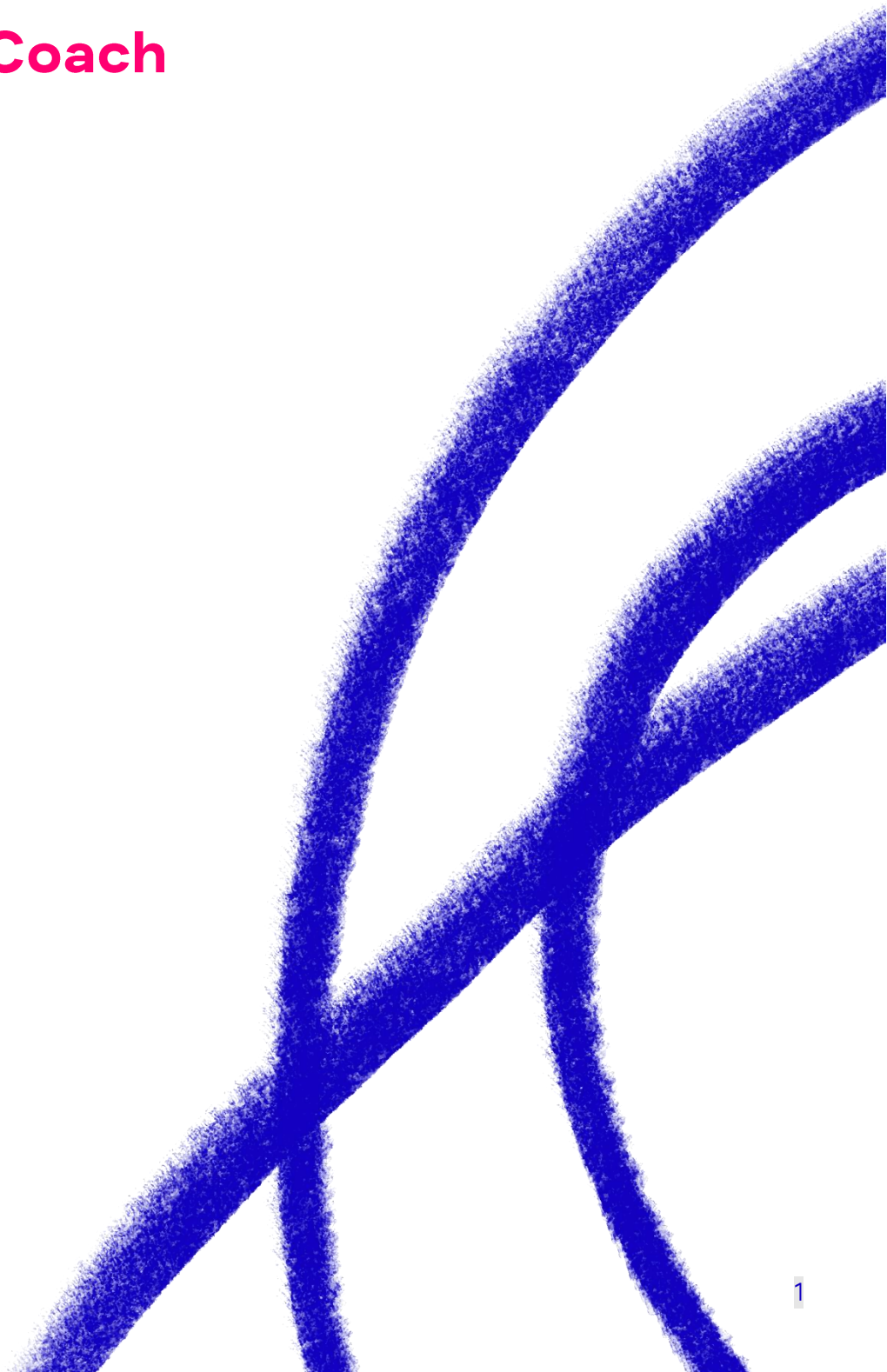


# Recruitment Pack

**Wellbeing Coach**

June 2026



**Thank you for your interest in working with Lancashire Mind**

## Who are we?

Lancashire Mind is an independent mental health charity, delivering our impactful strategy that has been co-created with the people of Lancashire. We reach over 10,000 people each year.

We're an active member of the national Mind Federation, linking us with over 100 other local Mind organisations across England and Wales, providing excellent opportunities for good practice sharing and partnership working.

Our purpose is to support people in Lancashire to achieve the best mental health and wellbeing possible.

To achieve this, we:

- Connect Minds** through ongoing engagement and co-creation.
- Change Minds** by challenging stigma and increasing knowledge around mental health.
- Support Minds** by being a source of help, where, when, and how people need it.

We value being:

### Real

Grounded in lived experience and making sure our work is relevant to Lancashire.

### Bold

We're not afraid to demand better for people who need our help.

### Caring

Treating people with compassion and respect and being there for people and communities in Lancashire.

### Open

Working inclusively to tackle issues and being open to new ideas.

We believe that everyone can achieve good mental health and wellbeing, and that resilience is the key to sustaining it. With 50% of mental health conditions developing before the age of 14, building resilience from an early age is central to the work we do.

We empower people in Lancashire to value and take care of their mental health. Our work ranges from 1:1 support for people facing multiple and complex barriers, to preventative and influencing work. We work in partnership with others to make mental wellbeing a priority.

We are determined to be an organisation that is representative of the diversity of the whole county and one that challenges the mental health inequalities faced by our communities. We're working to become a truly anti-racist organisation.

Everyone who works for Lancashire Mind is fuelled by a passionate belief that enabling people to achieve mental wellbeing will reduce the number of people who go on to develop a mental health condition, and for those who do, to have a better chance of remaining well.

**Join us to connect, change and support minds in Lancashire.**



# Why work with us?

As well as striving to meet the mental health needs of our local communities, we aim to be a good employer and do what we can to provide a supportive and healthy environment for our employees.

You'll get a friendly welcome from colleagues and clear expectations about your role and how it contributes to achieving Lancashire Mind's goals.

## Flexible working

We operate a hybrid working policy. For office-based roles, you can split your time between home and our office in Chorley. For service delivery roles, you'll also spend time working in communities at a range of different venues. Depending on the requirements of the role, we will also consider remote working.

Our full-time hours are 35 hours per week. We are open to requests for flexible working hours, including compressed hours. Everyone is provided with the equipment needed to work from home or in the community.

## Leave

Full-time staff have 25 days annual leave, plus bank holidays (pro rata for part-time roles). We close for the days between Christmas and New Year, which are given as additional leave entitlement (pro rata).

We've recently introduced long-service leave. Employees who've worked for Lancashire Mind continuously for 3 years are entitled to an extra day's holiday for each full year of service, up to a maximum of 5 days (pro rata). We've also introduced a buying/selling annual leave scheme.

We offer five paid days of emergency/compassionate leave (pro rata) to help you manage unexpected life events.

## Wellbeing benefits

We have a workplace wellbeing scheme provided by a small team of staff champions. Champions organise wellbeing activities and run a regular wellbeing survey, giving staff the chance to input to improving wellbeing in the workplace.

We offer an annual, paid wellbeing half-day to encourage all employees to do something positive for their own wellbeing.

Our Employee Assistance Programme gives you and your immediate family access to a 24/7, 365 confidential helpline and you'll have access to a smartphone app with personalised wellbeing content.

We cover the cost of an annual standard eye test and annual flu vaccination for all staff, regardless of your role.

## Financial benefits

We offer the opportunity for staff to save for their retirement by providing a workplace pension scheme, with options for matched contributions up to 6%.

From your start date you'll be eligible for the company sick pay scheme, which increases with each year served up to 6 weeks full pay, 6 weeks half pay after five years of service.

## Learning and development

You'll have protected time during regular supervision sessions with your line manager to reflect on and plan the work you do.

We provide a wide range of learning opportunities, including shadowing other staff, as well as regular training courses.

# Who you'll work with

Lancashire Mind has a comprehensive wellbeing coaching service for both adults and children and young people from the age of 10. Support is delivered both virtually and face to face in the community across Lancashire.

Wellbeing Coaching is a tier 2 / secondary prevention service which delivers one-to-one and small group support sessions. Wellbeing coaches work with people at risk of developing a mental health condition to enable them to develop positive coping strategies and take action to improve their wellbeing.

Wellbeing Coaching can have excellent results supporting people experiencing anxiety, low mood, low confidence, stress and issues with sleep.

Coaches deliver one-to-one and group sessions, delivering low intensity interventions to help people build resilience, develop healthy coping strategies, and improve their wellbeing and quality of life.

Coaching is grounded in cognitive behavioural therapy techniques. Sessions involve guided self-help and behavioural activation; utilising techniques such as goal setting, thought challenging, diary planning, relaxation and breathing techniques

## Your role

As a Wellbeing Coach you will deliver coaching on several projects as part of our Wellbeing Coach service. Support will mainly be face to face in the community with some virtual work, with both adults and young people. As such, you will be a confident

practitioner with experience of working with both adults and young people and be able to work flexibly and autonomously.

The focus for this role however will be on working with adults with flexibility to work with young people as is necessary for the service.

Part of your role will involve supporting individuals referred through our corporate wellbeing programmes, including our Adult Wellbeing Support and Employee Assistance Programme (EAP). You will help deliver high-quality workplace wellbeing support that meets the needs of employees and partner organisations.

Part of your role will be to assess suitability for several of Lancashire Mind's support services, including supported self-help, wellbeing coaching and therapy. You will work flexibly across supported self-help, wellbeing coaching and drop-in support sessions.

Supported self-help consists of an initial 40-minute assessment followed by five 20-minute sessions. Wellbeing coaching is primarily delivered on a 1:1 basis and consists of six 45-minute sessions per client. We also deliver group coaching sessions and one-off workshops. Our wellbeing coaching drop-ins are one-off 30-minute sessions. You will have an excellent understanding of mental health and have experience of providing mental health support on a 1:1 basis.

You will be responsible for effectively managing a caseload of clients, keeping accurate records via our internal CRM system (Views) and providing output and outcome data to demonstrate the impact of the service. Therefore, administration and organisational skills are important.

You will be a team player and work closely with colleagues to promote the service and be responsible for generating referrals. You will develop and build relationships to enable

you to work in partnership with agencies across Lancashire.

Due to the nature of this work, you will need to be proactive, flexible and adaptable with the ability to work on several projects at one time.

To succeed in the role, you will need excellent communication skills, be warm and engaging with the ability to put clients at ease. You will be calm, focussed and resilient.

This is a fantastic opportunity to be part of a growing service and a friendly and supportive team.

**Above all, we want someone who believes in our vision of a Lancashire where everyone has the opportunity to have the best mental health and wellbeing possible.**

## Job description

**Job title:** Wellbeing Coach

**Hours:** 21 hours per week (3 days)

**Contract:** 12 Month Fixed Term Contract, with the possibility of extension if funding permits

**Salary:** £25,850 pro rata

**Responsible to:** Coaching and Therapeutic Services Lead

**Location:** Base is in Leyland. You will have a mixture of home and office work with regular delivery specifically in Blackburn, Chorley and Lancashire wide.

### Overview

Wellbeing Coaches deliver one-to-one and group-based support, providing low-intensity interventions that help people build resilience, develop healthy coping strategies, and improve their wellbeing and quality of life. This role will work across several projects within our Wellbeing Coaching service, supporting both young people and adults through predominantly face-to-face community-based delivery, alongside some virtual support.

The role involves assessing suitability for a range of Lancashire Mind services, including supported self-help, wellbeing coaching and therapy, and you will need to work flexibly across these pathways. Wellbeing coaching is primarily delivered through six 45-minute one-to-one sessions, supporting people experiencing challenges such as anxiety, low mood, low self-esteem, loss and change.

The Wellbeing Coach will manage their own caseload, maintain accurate records, and collect outcome data to demonstrate the impact of the service. They will build and maintain strong relationships with partner organisations, work collaboratively with colleagues and the Lead to promote the service and generate referrals, and contribute to the

ongoing development of our approach to ensure we provide the highest quality support across Lancashire.

## **Main duties and responsibilities**

- Manage a caseload of clients across supported self-help, wellbeing coaching and drop-in support services, delivering high-quality, person-centred support to both young people and adults.
- Deliver one-to-one wellbeing coaching sessions, supported self-help interventions, group coaching sessions and workshops, both face-to-face in community settings and virtually.
- Utilise a range of low-intensity coaching and wellbeing techniques, including goal setting, problem solving, thought challenging, behavioural strategies, relaxation and self-management approaches.
- Promote the projects and services they work on, raising awareness of available support and actively generating referrals to ensure services are accessible to those who may benefit.
- Assess the suitability of referrals and determine the most appropriate support pathway, including supported self-help, wellbeing coaching and therapy services.
- Support people to improve their mental wellbeing by developing resilience, building healthy coping strategies and working towards personally meaningful goals.
- Maintain accurate and timely client records using Lancashire Mind's CRM system and complete all required assessment, referral, monitoring and evaluation documentation.
- Collect, record and report outcome and impact data, including service user feedback, to support service monitoring, evaluation and continuous improvement.
- Build and maintain positive relationships with partner organisations and community stakeholders to develop referral pathways and increase access to support.
- Contribute to the ongoing development and improvement of wellbeing services by identifying opportunities to enhance delivery and share learning with colleagues.
- Support the wider organisation by promoting the full range of Lancashire Mind services and attending events to increase the visibility and reach of Lancashire Mind across the county.
- Understand and adhere to safeguarding policies and procedures, actively participating in training, supervision and relevant working groups to embed learning and ensure safe and effective practice.
- Understand and implement Lancashire Mind's policies and procedures, including key policies such as lone working and information governance.
- Attend internal and external meetings and training, as and when necessary.
- Undertake flexible working hours, including weekend and evening work when required (where possible, working hours don't go above the contracted hours but this is

sometimes unavoidable so we operate a time off in lieu (TOIL) policy, this allows any time owed to be taken back at a later date).

- Travel across Lancashire (travel expenses reimbursed, except for usual commute to and from work).
- Undertake other duties, as and when deemed necessary by a Senior Manager.

**Please note:** Lancashire Mind follows Safer Recruitment practices and have a commitment to safeguarding people who use our services. Therefore, this role is subject to an enhanced Disclosure and Barring Service (DBS) check so all applicants must be willing to undergo the check. If invited to interview, we will ask you to provide evidence of your qualifications and right to work in the UK.



# Person specification

We only consider inviting to interview people who show that they possess the required experience, skills and personal attributes, as outlined in the table below. **When completing your application form, please use examples from your professional and personal life to illustrate how you fulfil all the criteria to be assessed at application stage.**

Lancashire Mind is committed to fighting racism and other forms of oppression. We want to be a great employer for all our staff, regardless of their background or characteristics. We recognise that not everyone is the same and that different people will require different support to fulfil their potential. We want to ensure Lancashire becomes a place of greater equity and inclusion. One thing we can do to work towards that goal is to ensure that our staff team is representative of the diverse communities across Lancashire, and particularly those communities we know face mental health inequalities. We particularly encourage applications from those communities and from anyone with experience of living with a mental health condition.

|  | Criteria  | Assessed at application (A) or interview (I) |
|--|---|--|
| <b>Qualifications and/or work experience</b> | 1. Relevant work experience in a similar role, preferably in the voluntary or community sector  | A  |
| <b>Knowledge and experience</b>              | 1. Experience of supporting adults and young people both one to one and in groups with their mental health  | A  |
|  | 2. Knowledge of mental health and the barriers people face to achieve good wellbeing  | I  |
|  | 3. Experience of coaching people and using techniques such as guided self-help, thought challenging and goal setting                              | A & I  |
|  | 4. Experience of effectively managing a caseload of one-to-one support work balancing the needs of individual clients and meeting project targets | A  |
|  | 5. Experience of successfully engaging and working with a wide range of stakeholders to deliver project outcomes                                  | I  |
|  | 6. Knowledge and understanding of professional boundaries, safeguarding and data protection policies and procedures                               | A  |

|   |  |   |
|---|--|---|
|   | 7. Experience of monitoring and evaluation and demonstrating impact  | I |
| <b>Skills, abilities and competencies</b> | 1. Ability to communicate effectively with a wide range of people and through a variety of methods   | I |
|   | 2. Excellent numeracy, literacy and report writing skills with the ability to maintain accurate records  | A |
|   | 3. Ability to manage conflicting demands and pressures and to successfully support others to do the same   | I |
|   | 4. Excellent office IT skills (Microsoft Office 365, including Excel) and the ability to learn new software packages, including video conferencing platforms | A |
| <b>Personal attributes</b>                | 1. Positive, enthusiastic and friendly attitude  | I |
|   | 2. Resilient and committed to promoting mental wellbeing for all   | A |
|   | 3. A demonstrable personal commitment to equal, diversity and inclusion; and challenging discrimination  | I |

# To apply

If you would like to discuss the job before applying, contact Katherine Stybelski, Coaching and Therapeutic Services Lead, [katherinestybelski@lancashiremind.org.uk](mailto:katherinestybelski@lancashiremind.org.uk)

## **The deadline for applications is Sunday 12<sup>th</sup> July midnight**

Applications must be submitted using the online Lancashire Mind job application form, which can be found on the job posting's page on our career site: [Welcome to our career site - Lancashire Mind](#). Once submitted, you will receive an automated email thanking you for your application. If you do not receive this, please contact [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk).

If you have any issues with the career site, please email [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk).

Please email any queries regarding the job posting to [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk). Please do not attach your CV, as we do not accept CVs in line with our Safer Recruitment Policy.

Late applications will not be accepted. Those who do not adequately demonstrate how they fulfil the criteria required at application stage, will not be considered for shortlisting.

**Interviews for this post are scheduled to take place on Wednesday 22<sup>nd</sup> July so please keep this date free as alternatives can't be offered.** Successful candidates will be notified no later than **Tuesday 28<sup>th</sup> July**. Interviews will be held in-person at our offices in Leyland- Lancashire Mind, 7 Balfour Court, Leyland, PR25 2TF.

The organisation regrets that it cannot provide feedback to unsuccessful applicants at the shortlisting stage.

If you have any questions about the application process or require support with the process, please contact our Operations Team on 01257 231660 or via [recruitment@lancashiremind.org.uk](mailto:recruitment@lancashiremind.org.uk).

# What to expect at interview

Shortlisted applicants will be invited to attend an interview, which will usually take place at the Lancashire Mind office in Leyland. Occasionally, they are held at other venues in Lancashire or virtually via Microsoft Teams. Details of the venue and times will be included within the email invite. You can expect the following if you are attending an interview:

- All interviews include a task and set of questions asked by a panel of three people.
- Some interviews include a presentation, which will need to be prepared in advance of the interview. Where a presentation is required, we provide a minimum of 5 days' notice to allow time for preparation. We recommend applicants pencil time into their diary for preparing a presentation, in the event they are shortlisted.
- The interview task is used to test IT skills and the ability to complete a task related to the role being applied for. 30 minutes is allowed for the task, which usually takes place before the panel. There's no need to do any preparation for the task.
- We allow 30 minutes for candidates to read the panel questions and make notes, which can be referred to during the interview.
- The panel interview will usually consist of between 6 and 8 questions and takes around 30 to 45 minutes.
- We aim to support people to feel as comfortable as possible at interview and are happy for you to ask for clarification on any of the questions asked by the panel, as well as taking a few moments to think about a question before answering.
- Once the panel have asked their questions, candidates can ask questions about the job and/or Lancashire Mind.

We can adapt the interview process for individuals where required. There is space on the job application form to request reasonable adjustments.

## Lancashire Mind

Unit 7, Balfour Court

Leyland

PR25 2TF

01257 231660

[admin@lancashiremind.org.uk](mailto:admin@lancashiremind.org.uk)

[www.lancashiremind.org.uk](http://www.lancashiremind.org.uk)

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