

Health and Wellbeing Coach – Probation Framework

Location	Durham and Cleveland
Service/Department	Prisons and Criminal Justice Directorate
Reporting to	Community Lead (Care Navigation and Secure Care)
Responsible for (staff)	No
Disclosure & Barring Check	This post will be subject to a DBS Enhanced with Adults Barred check and Home Office Prison Clearance

Terms and Conditions

(pro rata for part-time posts of less than 35 hours per week)

Hours per week	35 hours
Salary range (pro rata)	25,664- 26,053
Salary band/scale	Band 2, Spine Range 31 to 34
Contract type	Fixed base
Work Type	Fixed Term – March 2026
Allowances (pro rata)	35 hours

Post Details

(HR reference only)

Date / Version	Revised September 2024
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Rethink Mental Illness is a partner in:



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Job Summary

I will work as part of a multi-agency team, delivering high quality person centred support focussing on personal wellbeing issues for those leaving the prison settings in Durham and/or Cleveland area, in line with the new Dynamic Probation Framework model. I will provide person centred support to a caseload of service users, who will either be serving community sentences or being released from prison, in group and 1:1 formats, in a responsive, flexible and adaptable way, working with other professionals to achieve the best possible outcomes.

I will work with the following people and teams

Associate Director for Criminal Justice and Care Navigation

Head of Prisons and Criminal Justice

Head of Care Navigation

Contract Manager

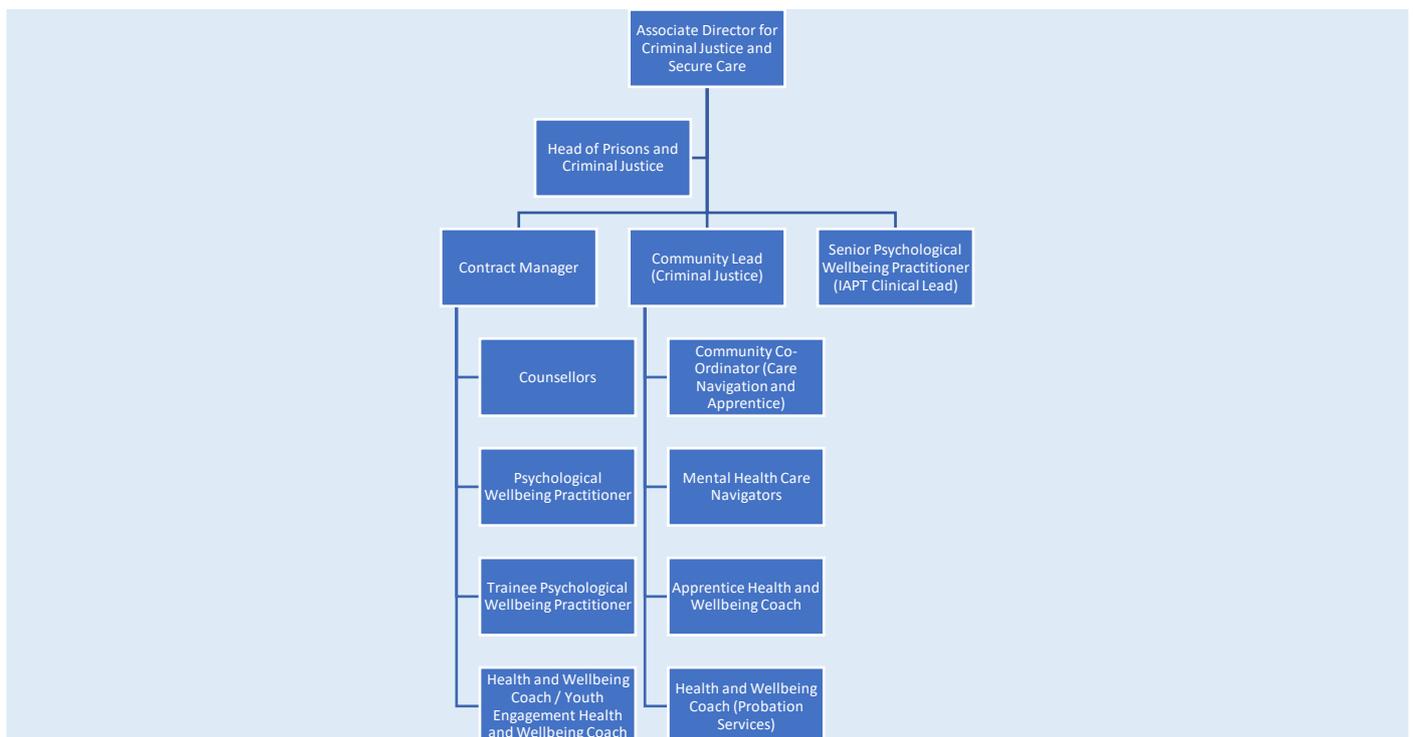
IAPT Clinical Leads

Health and Wellbeing Coaches (Probation Services)

Care Navigators

Apprentice Health and Wellbeing Coaches

Team Structure



What I do and achieve

- ✓ Provide person centered support to service users serving community sentences or being released from prison.
- ✓ Undertake assessment and action planning with individual service users which will result in timely and prescribed outcomes being achieved.
- ✓ Create a safe and trusting environment to successfully facilitate a supportive and constructive relationship with service users.
- ✓ Deliver a range of interventions to service users, which contribute towards achievement of prescribed outcomes including group work and 1:1 as required.
- ✓ I will work flexibly, meeting and undertaking interventions and sessions in range of environments, in a varying geographical area.
- ✓ I will develop and maintain positive working relationships with multi-agency partners, including probation staff, prisons staff, partners and others who will assist in achieving prescribed outcomes for service users.
- ✓ I work towards contractual targets and outcomes within agreed timescales and in line with quality standards.
- ✓ I use agreed clinical record databases to record all activity within the necessary timescales and guidelines.
- ✓ I provide updates and reports where required.
- ✓ I support the out of hours service through weekday telephone helpline support (5pm-8pm) and occasional Saturday drop-in sessions.
- ✓ I proactively adopt a learning approach to the role, improving skills and knowledge to continue to provide high quality care.
- ✓ I work in a coaching manner, exploring ways of goal setting with people to help them achieve their ambitions.
- ✓ I ensure a collaborative approach with the multi-disciplinary team, constructing and maintain professional and effective working relationships to gain the best person centred / recovery outcomes for the individual.
- ✓ I establish and maintain links with other services, to ensure awareness and knowledge, promote partnership working.
- ✓ Attendance at prisoner meetings to inform prisoners of services and support on offer for mild and moderate mental health needs and conditions.
- ✓ I support offenders to build skills and to feel confident to engage in activities to tackle stigma and discrimination.
- ✓ I follow all relevant policies and procedures to ensure my work remains safe, and the safety of the service users and the wider public remains a priority.

Who I am?

I have the essentials covered:

- ✓ I am educated to NVQ Level 3 or equivalent with qualifications or training relevant to the Health and Wellbeing Coach role e.g. Health and Social Care, Mental Health Coaching etc
- ✓ I have relevant experience of supporting vulnerable individuals to identify, set and meet their own goals using 1:1 and/or group interventions.
- ✓ I have a working knowledge of health, debts, housing, court systems, mental health, criminal justice, and substance misuses.
- ✓ I have experience of working to support individuals using structured, time limited support and am confident with this way of working.

- ✓ I am passionate and motivated to support individuals in or leaving the criminal justice system through provision of a high quality, professional level of care, recognizing and respecting individual differences and promoting diversity.
- ✓ I value the unique life journey everyone has been on and embrace the challenges this can bring.
- ✓ I am patient, calm, and respectful within my work.
- ✓ I hold a full UK driving license and have access to my own transport for work purposes.
- ✓ I am committed to developing my knowledge and skills in coaching and am prepared to complete training within the role to support this.
- ✓ I am experienced in maintaining professional boundaries, even in challenging situations.
- ✓ I can make a comprehensive assessment of an individual's situation and needs; to develop, implement and review risk management plans and devise support plans to meet these needs.
- ✓ I have excellent time management skills, understanding the need to always work effectively and efficiently.
- ✓ I can develop professional relationships with patients and colleagues, and practice in a non-discriminatory manner, respecting the beliefs and cultural practices of individuals and groups.
- ✓ I have experience of using clinical outcome measures to inform practice.
- ✓ I am a confident communicator with excellent verbal and written skills.
- ✓ I have working knowledge of standard IT packages including Microsoft Word, Excel and use of database / information systems.
- ✓ I welcome ongoing feedback to identify areas for personal growth and development and strive to continually improve my practice.
- ✓ I can use clinical supervision and personal development positively and be self-reflective in own personal and professional development.
- ✓ I can prioritize workload demands and positively respond to unforeseen challenges, seeking guidance and clarity from managers as appropriate.
- ✓ I deal with stressful and difficult situations in a calm manner and seek guidance from managers to inform my practice.

I may also have

- ✓ Lived experience of related challenges, such as mental health needs, criminal justice settings, homelessness etc.
- ✓ Experience working in prison environment or experience of working with offenders.
- ✓ Health education qualification, such as approved Mental Health First Aid Practitioner

What I value and how I will behave

I can demonstrate and apply Rethink Mental Illness values of:

- **Passion** - We are passionate about leading the way to a better quality of life for everyone severely affected by mental illness.
- **Commitment** - We work tirelessly to provide support for everyone severely affected by mental illness.
- **Openness** - We are open and transparent in all our work with beneficiaries, supporters, partners and the public to achieve change for people severely affected by mental illness.
- **Hope** - We offer hope of a better quality of life for all those severely affected by mental illness.
- **Expertise** - We constantly use our expertise to provide practical and personal support for people who are severely affected by mental illness.
- **Understanding** - People who are severely affected by mental illness are at the heart of everything we do in our organisation – our membership, our governance and our workforce.

I can apply and demonstrate Rethink CARES behaviours of:

- Connect – We work together, we celebrate together
- Accountable – We do what we say we will do
- Respect – We believe everyone counts
- Evolve – We challenge, we listen, we change
- Success – We deliver results

General Duties:

- To work within the Prison and Criminal Justice Directorate policies and procedures and to support the relevant programmes being run and contribute to the management of risk and public protection.
- This post will be subject to an enhanced DBS Disclosure and Home Office Prison Clearance.
- To act in accordance with the provisions of Data Protection legislation (as amended).
- To ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies, relevant legislation, codes of practice or contractual obligations.
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns.
- To participate in regular supervision and appraisal and undertake any relevant training.
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.
- The list of duties is not exhaustive; the line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

Budget Manager

Recruitment and Staffing