

# Cost of Living Wellbeing Advisor

**Position:** Cost Of Living Wellbeing Advisor

**Salary:** £11,700 per annum

**Hours:** Part-time 15 hours per week over 2 days. Additional overtime is available

**Contract type:** Fixed term for 12 months (extension possible dependent upon funding)

**Location:** Our office is at the Wellbeing Centre in Mold, CH7 1EG, with travelling across services in Flintshire and Wrexham.

**Reports to:** Business Development and Income Generation Manager

**Benefits:** 27 days of annual leave plus bank holidays this will be pro-rata for part-time employees, well-being days, employee assistance programme and 5% pension

## About the organisation:

North East Wales Mind is a progressive mental health organisation that supports people experiencing mental health difficulties to flourish. The aim of our work is to help people build on their strengths, overcome obstacles, and become more in control of their lives. We have faith and optimism in our clients and so the services we deliver are built around their needs. We support the people of Flintshire and Wrexham to discover their own resources to 'recover' from periods of poor mental health, and to live life independently with their mental health condition.

## Purpose of role:

The Cost-of-Living Wellbeing Advisor will form part of organisation's Community Wellbeing team and play a key role in driving the success of the Energy Wise Living project, funded by National Mind through Wales and West Utilities. The focus of the role will be upon supporting clients through their time of need during the cost-of-living crisis. To include helping clients with signing up for the Priority Register Service, issuing food bank vouchers and fuel bank vouchers, while helping them engage in our other services to build resilience skills, for example attending Live Life to the Full courses.

You will be responsible for issuing food bank vouchers, fuel bank vouchers and minimalising the risk of fraud and identifying any risks associated with this service.

Networking and developing good working relationships with Foodbanks in Flintshire and Wrexham, producing insightful reports and recording client data compliant with GDPR rules. Whilst ensuring the voice and influence of people who use our services are at the heart of any ongoing work and feed back into North East Wales Mind's services.

## **Job Description:**

### **Main Duties and Responsibilities:**

- Networking and liaising with external partners including Food Banks in Flintshire and Wrexham, Wise Group and Barclays Bank to deliver sessions for income maximisation and debt support.
- Effectively manage sessions on a weekly basis to include food bank vouchers, fuel bank vouchers, energy efficiency measures, carbon monoxide awareness and supporting good mental health practices.
- Champion a co-production approach through the voice and influence of people who use our services and people with lived experience of mental ill health, embedding their feedback into service development and delivery.
- Deliver a range of awareness sessions across the Flintshire and Wrexham hubs for energy efficiency, wellbeing and signing up for the priority register.
- Ensure that services provided are safe, accessible, effective, of a high quality and subject to regular evaluation and maintain the highest level of the Mind Quality Mark.
- Build strong, collaborative relationships with internal colleagues and external stakeholders, promoting multi-agency working and service integration to enhance system-wide support.
- Record keeping and data collection from relevant parties within GDPR rules especially relating to special category data.

This job description may be subject to joint review from time to time between the post holder and North East Wales Mind, and as such is liable to amendment.

## Person Specification:

North East Wales Mind is committed to promoting mental health awareness, reducing stigma, and improving the quality of life for people with mental health challenges. We value diversity, inclusion and lived experiences when recruiting our staff and volunteers.

Attributes	Essential	Desirable
<p><b>Qualifications and Knowledge</b></p>	<p>Evidence of continuing professional development and a willingness to learn</p> <p>Well-developed knowledge and understanding of well-being and mental health</p> <p>An understanding of Trussel Trusts and the fuel Bank Foundations systems</p> <p>Up to date knowledge of Safeguarding legislation and procedures for children, young people and vulnerable adults</p> <p>Understanding of key current issues with the cost-of-living</p>	<p>National Energy Action Level 3 Award in Energy Awareness.</p> <p>Working knowledge of The Fuel bank Foundation and the Energy Bills Support Scheme</p> <p>Developing and/or delivering high quality sessions based on energy efficiency.</p> <p>Working knowledge of Income maximisation, including schemes and benefits.</p>
<p><b>Experience</b></p>	<p>Experience of working with people experiencing mental health challenges</p> <p>Experience working with Foodbanks, fuel banks and the priority register service.</p> <p>Experience of developing and delivering services within different communities</p> <p>Recognising and responding to risk and safeguarding concerns</p> <p>Good understanding of multi-disciplinary and community work</p>	<p>Developing co-production initiatives</p> <p>Working knowledge of how to issue food bank vouchers and fuel bank vouchers within the guidelines set by Trussel Trust and the Fuel Bank foundation.</p> <p>Working knowledge of safeguarding protocols and reporting.</p> <p>Working knowledge of lone working and undertaking risk assessments.</p>

	Building and maintaining relationships with third sector partners	
<b>Skills and abilities</b>	<p>Excellent written, verbal and non-verbal communication skills</p> <p>Excellent IT skills including the use of Microsoft Office packages and online systems</p> <p>Data analysis and report-writing skills</p> <p>Able to work autonomously and as part of a team</p>	Ability to speak and write Welsh
<b>Attitude and personal attributes</b>	<p>High level of enthusiasm and motivation</p> <p>Committed to personal and professional development</p> <p>Committed to equity, diversity and inclusion</p> <p>Dedicated to collaborative working including partnership working.</p>	
<b>Other</b>	<p>The ability to travel around Flintshire and Wrexham County and further afield, as required</p> <p>Car driver</p>	Lived experience of mental health

## **Application process:**

Please send your CV and a cover letter, a maximum of two sides of A4, which should indicate why you are interested in applying for this role and how you meet the selection criteria to Natasha Wait [natasha.wait@newmind.org.uk](mailto:natasha.wait@newmind.org.uk)

**Closing Date: 24<sup>th</sup> March 2025 at 9am**

**Interview Date: To be confirmed**

Please note we are unable to provide sponsorship for this post, you must therefore be able to demonstrate your eligibility to work in the UK.

This post is subject to an Enhanced DBS check.

We reserve the right to close this vacancy at any time once we receive sufficient applications and encourage all interested applicants to apply at their earliest convenience to avoid disappointment.

## Contact information:

For further information about the role please contact Natasha Wait

Tel: 01352 974430 / 07384465768 or Email: [natasha.wait@newmind.org.uk](mailto:natasha.wait@newmind.org.uk)

