

Job Description

Job Title:	Listening Lounge Worker - Bank
Salary:	£12.71/per hour
Immediate Supervisor:	Listening Lounge Lead
Operating Hours:	Monday 4:00pm - 8:00pm (Rochdale) Tuesday 4:00pm - 8:00pm (Middleton) Wednesday 4:00pm - 8:00pm (Rochdale) Thursday 4:00pm - 8:00pm (Middleton) Saturday 1:00pm - 5:00pm (Rochdale) Rochdale – Wellbeing Centre, 3 – 11 Drake Street. Middleton – 14a-16 Wood Street.
Hours of Duty:	Hours as above, as and when required to cover holidays and sickness.
Operating Principles:	All service delivery will model the belief that we all have the potential to make positive change and to lead meaningful and purposeful lives. All staff will contribute to the ongoing development of an ambitious and inspirational culture and provide hope, empowerment and choices that support individuals to thrive and reach their full potential To support this we embrace our values of: Open – We reach out to anyone who needs us. Together – We are stronger in partnerships. Responsive – We listen, we act. Independent – We speak out fearlessly. Unstoppable – We never give up

The Listening Lounge Service

The aim of the Listening Lounge Service is to provide support to individuals who are experiencing emotional distress and present with self-defined crisis, allowing access without prior arrangement, although also available through a bookable appointment service. The Listening Lounge service provides a safe, welcoming non clinical environment, giving a listening ear, practical support and/or a referral for a mental health assessment if required.

Summary of Main Duties and Objectives of the Job:

1. To work with the Listening Lounge Coordinator/Manager to support the running of the Listening Lounge in a safe and effective manner, delivering 1-1's, wellbeing support in the 'safe place to be' and reception cover.
2. To support the engagement of service users and identify appropriate services to meet their needs and achieve positive outcomes.
3. To take an active role in safeguarding and Health and safety during the Listening Lounge sessions with guidance from the Listening Lounge Coordinator, under the governance of the Coordinator, Manager and Safeguarding Lead.
4. To work with service users to gather feedback and ensure their involvement in the way the Listening Lounge delivers its services.
5. To actively engage with pre session planning meetings and session debriefs.
6. To provide mental health & wellbeing assessments, reviews, support groups and one to one support. This role will have a specialism in one or more of the following: substance, self-harm, suicide risk, managing difficult emotions, domestic abuse, housing, debt and benefits or similar.
7. To support individuals in developing their own Wellbeing plan by identifying and accessing services to meet their needs. To achieve positive outcomes by supporting personal development, building goals and aspirations and where appropriate moving onto mainstream service/activities.
8. To implement Wellbeing based outcome tools such as the WEMWBS or others as required.
9. To liaise closely with other staff and volunteers to ensure a joined up, holistic approach is maintained for the individual.

10. To work effectively with staff from other services, elected members, health organisations, and voluntary and statutory agencies. To provide help and advice about additional services so that individuals have a full appreciation of the services available within the borough.
11. To work as part of a diverse team, involving immediate colleagues and others from within the organisation. To establish effective boundaries, communication, and working relationships with service users based on the achievement of agreed objectives.

Responsibilities:

1. Ensure that the organisations statutory requirements and policies are carried out efficiently, effectively, economically and equitably.
2. Be responsible for your own safety and welfare in accordance with the Health and Safety Policies of the organisation and for service users, under the direction of the Listening Lounge Coordinator or CCS Manager.
3. To undertake any duties and responsibilities of an equivalent nature, as may be determined by the CEO from time to time in agreement with the post holder and after consultation
4. To accurately record and maintain notes in accordance with the requirements of external funders, agencies, quality systems and policy requirements.
5. To contribute effectively to all meetings and forums
6. To communicate effectively and efficiently within the service and externally, to ensure individuals realise their potential
7. To actively participate in Rochdale and District Mind's supervision and staff development policy.
8. To undertake training or other learning opportunities as required and take shared responsibility for personal development
9. Ensure that Rochdale and District Mind's commitment to service user involvement and the principle that service users will be encouraged to provide feedback so services can be developed.

General principles for all Mind staff:

1. To promote the empowerment of people who experience mental health and emotional wellbeing issues and to help them speak out.

2. To support the active participation of mental health and emotional wellbeing service users in the services they receive.
3. To practice anti-discriminatory behaviour and to adhere to Rochdale and District Mind's objectives and policies in the delivery of all its services.

These responsibilities are subject to annual review and may need to be adjusted in line with service developments.

Prepared by	Catherine Turner	Date	23/7/26
Agreed by Post holder	_____	Date	_____
Supervisor	_____	Date	_____
Chief Officer	_____	Date	_____