

Candidate Information Pack: Mental Health and Wellbeing Coach and Facilitator



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application form:



**Application for employment
with Keighley Healthy Living -
MH Coach – Fill in form**



Keighley Healthy Living
13 Scott Street, Keighley, BD21 2JH

About KHL

KHL is a charity that provides inclusive opportunities to improve the physical and mental health and wellbeing of people living in our local community. We are proud to be rooted in the heart of Keighley, West Yorkshire and our centre offers a friendly, welcoming and accessible space for personal growth and building connections.

We deliver a wide range of projects across Keighley and the wider Bradford district, shaped by local health and social priorities. Our weekly timetable provides over 40 groups and classes, alongside personalised health and wellbeing coaching, one-to-one support, and signposting to local services.

We use local health data to create and deliver initiatives to meet the needs of the local community and to work towards achieving sustained change. We listen and understand the challenges our communities face, and build on their strengths to create meaningful impact.

Alongside our day-to-day delivery of activities, we work in partnership with a variety of other organisations, including local authorities, GP practices, NHS services and charities.

We aim to...



**Improve physical
and mental health
and wellbeing**



**Reduce social
isolation and
loneliness**



**Facilitate a
strong integrated
community**



**Address health
inequalities by working
collaboratively**



**Support and advocate
for an integrated
health system**

Our vision

Building healthier and stronger communities together.

Our values

KHL are understanding

We care about those around us and can empathise.

KHL are flexible

We adapt to those around us to make an impact on people's lives.

KHL think creatively

We innovate and progress with originality.

KHL work with others

We collaborate to create networks and broaden opportunities for all.

KHL put people first

People and the community make up the heart of KHL. We are open and accessible to all.



About the Mental Health Connect project



Mental Health Connect is a partnership project that supports people across Airedale and Wharfedale by providing accessible, community-based mental health and wellbeing services. It brings together a range of approaches designed to meet people where they are, offering support that is flexible and personalised.

The project offers one-to-one coaching, tailored group sessions, WRAP and inclusive physical activity to help people build confidence, strengthen resilience and maintain positive mental health. The service aims to prevent issues from escalating by helping people understand their mental health, identify what they need and feel empowered to take steps that improve their wellbeing.

As a Mental Health and Wellbeing Coach, you will sit at the heart of the project. You will provide personalised one-to-one support both face-to-face and over the phone, creating a safe and non-judgemental space for people to talk about their experiences. You will use motivational and behavioural-change techniques to help individuals recognise their strengths, understand their triggers and develop realistic, achievable goals.



Job Title: Mental Health and Wellbeing Coach and Facilitator

Hours of work:	25 - 28 hours over 5 days per week
Salary:	£28,598 - £31,022 pro rata (based on 35 hours per week + pension)
Responsible to:	Candy Squire-Watt, Project Manager Melanie Hey, CEO
Holiday entitlement:	36 days per annum pro-rata including 8 bank holidays
Location:	Based at 13 Scott Street, Keighley, BD21 2JH Outreach work in community settings across Airedale and Wharfedale
Term:	Contracted until March 2027, with strong potential for continuation subject to future funding.

Key Attributes

- A warm empathetic communication style organised and confident in supporting people with their mental health and wellbeing.
- Experience in build trusting relationships, work collaboratively with local services, and use a person-centred, strengths-based approach to help individuals access support, overcome barriers and make positive changes.
- Commitment to safeguarding and safer practice – aware of responsibilities when working with vulnerable adults
- comfortable working independently, adapting to community needs and contributing ideas for improvement.
- Cultural awareness and inclusivity – respectful of different backgrounds, communities, lifestyles and experiences.
- Good judgement and professional boundaries – able to manage sensitive information, confidentiality and risk appropriately.

Job location, transportation and physical requirement

- The project covers Airedale and Wharfedale and the post holder may be asked to work in either of these locations
- A full driving licence and access to your own car are essential.



This is not a final and complete statement of the duties attached to this post which may need to be amended from time to time in accordance with the changing needs of the organisation. KHL expect all staff to have a can-do attitude/employ a hands-on approach in terms of the centre and its projects, which from time to time may mean stepping in to help wherever help is needed. You will be asked about your ability to do this at interview.

Job Purpose

We're seeking a compassionate and proactive coach who is passionate about supporting people to improve their mental health, build confidence, and feel more connected to their community. This is a rewarding opportunity to join the Mental Health Connect Project in a role that combines one-to-one coaching, practical support, and engaging group delivery to help people take positive steps towards better wellbeing.

As our Mental Health Connect Coach, you'll do more than signpost people to services - you'll walk alongside them. You'll provide supportive, person-centred coaching that helps individuals recognise their strengths, overcome barriers, and access the local services, community activities, and wider support that can make a meaningful difference in their lives.

Through your work with participants, partners, and local services, you'll help identify gaps in support and share learning with the Mental Health Strategic Provider so the project continues to respond to real community needs.

Primary Duties & Areas of Responsibility

- Receive, review and respond to referrals into the Mental Health Connect Project, ensuring people are directed to the right support in a timely and compassionate way.
- Provide supportive one-to-one coaching by phone or face to face for people who need additional guidance following triage.
- Use holistic assessment, motivational approaches and behaviour change techniques to help individuals recognise their strengths, understand barriers and create achievable personal plans.
- Work collaboratively with services across Airedale and Wharfedale to support coordinated, person-centred care that reflects each individual's needs, goals and aspirations.
- Connect individuals with community activities, local services and voluntary sector support that can improve confidence, wellbeing and social connection.
- Plan and deliver accessible one-off taster sessions and short-term group activities, including wellbeing sessions focused on mental health as part of the Mental Health Connect offer.

- Support the Mental Health Connect Project Lead with project delivery, development and continuous improvement, contributing ideas that strengthen the service offer.
- Deliver established information and education programmes in community settings, ensuring sessions are welcoming, inclusive and delivered to a consistently high standard.
- Work in line with KHL policies and procedures, including safeguarding, data protection, confidentiality, equal opportunities, health and safety and environmental responsibilities.
- Carry out other appropriate tasks that support the aims of KHL and the successful delivery of the Mental Health Connect Project.

Monitoring and Evaluation

- Collect, collate and maintain accurate project data using relevant systems, including MYMUP
- Work with the Mental Health Connect Project Lead to develop effective monitoring and evaluation tools and complete required funder and commissioner paperwork.
- Contribute to evaluations, case studies and participant stories that demonstrate learning, outcomes and impact.
- Support the Mental Health Connect Project Lead to produce clear reports on service activity, outcomes, learning and impact.

Additional

- To promote the positive and professional ethos of KHL both internally and externally.
- Attend staff meetings, 1:1 meetings and other meetings at the request of the managers.
- Continually strive to improve service quality and bring added value to projects.
- Work as part of a team and develop positive relationships with colleagues.
- To generate and share ideas to develop and improve projects and administrative systems.
- To occasionally work unsocial hours, evening and weekends.
- To carry out any additional duties as required or appropriate to the post and grade.
- To undertake relevant training to maintain and update your skills and knowledge within your job role and to keep a record of training undertaken as agreed with your line manager.

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Education, qualifications and training	• Educated to GCSE or equivalent (GCSE Maths & English C or above). • Ability to keep accurate records and communicate clearly. • Willingness to complete relevant training, including mental health, safeguarding, data protection, equality and project delivery.	• Relevant qualification or training in mental health, wellbeing, coaching, counselling skills, community development or related area. • Mental Health First Aid, ASIST, safeguarding training or equivalent.	Application Form, Certificates, Interview
Experience	• Experience supporting people's mental health, wellbeing or wider social needs in a paid, voluntary or community setting. • Experience building trust and helping people identify goals, strengths and barriers. • Experience working with community groups, voluntary organisations, health, social care or local partners.	• Experience supporting people affected by anxiety, low mood, isolation, trauma, long-term conditions or deprivation. • Experience handling referrals, triage, signposting or case coordination. • Experience collecting monitoring data, contributing to evaluation or supporting reports. • Experience planning or supporting group sessions, activities or community programmes.	Application Form, Interview, References

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Knowledge and Understanding	• Understanding of factors affecting mental health and wellbeing, including poverty, inequality, isolation and access to services. • Understanding of person-centred, strengths-based and trauma-informed approaches. • Awareness of safeguarding responsibilities with adults, children, families and vulnerable people. • Understanding of confidentiality, boundaries, data protection and safe information sharing. • Commitment to equality, diversity, inclusion and culturally sensitive practice.	• Knowledge of local services and community support across Airedale, Wharfedale, Keighley, Bradford or Craven. • Understanding of behaviour change, motivational interviewing or coaching techniques. • Awareness of local mental health pathways and social prescribing models.	Application Form/Interview
Skills and Abilities	• Warm, empathetic communication skills and the ability to listen and respond supportively. • Ability to deliver effective one to one coaching sessions with clients • Ability to assess needs, agree action plans and support positive steps towards wellbeing. • Ability to work independently, prioritise tasks and keep accurate records. • Ability to work well with colleagues, partners and external services. • Good written and verbal communication, including reports, monitoring and participant stories. • Sound judgement around sensitive information, risk, boundaries and safeguarding.	• Ability to use monitoring, database or case recording systems, including MYMUP or similar. • Ability to support service development and continuous improvement. • Ability to adapt facilitation style for different groups and communities. • Ability to deliver inclusive and engaging group sessions in community settings. •	Application form/ Interview/ Practical task if required

Ideal Candidate

Attribute	Essential Criteria	Desirable Criteria	How Identified
Values and Personal Attributes	• Compassionate, approachable and committed to improving local mental health and wellbeing. • Committed to empowerment, strengths, choice, dignity and independence. • Reliable, organised, proactive, flexible and solution-focused. • Committed to KHL's ethos, policies and procedures. • Professional, reflective and able to maintain appropriate boundaries.	• Knowledge of, or links with, communities across Airedale, Wharfedale, Keighley, Bradford or Craven. • Confidence representing KHL positively with partners and stakeholders.	Application Form/ Interview/ References
Other	• Full driving licence and access to own car for work purposes. • Ability to work across Airedale and Wharfedale, including community and partner venues. • Ability to occasionally work evenings, weekends or unsocial hours as required. • Willingness to complete or provide a satisfactory DBS check. • Right to work in the UK.	• Flexibility to support wider KHL projects where appropriate.	Application Form/ Interview, DBS check/Docu mentation

Additional information

Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995:

Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by (HALE). Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

Health & Safety:

Work within and implement the Health and Safety Policy and Procedures of KHL having regard to the duty of care to avoid injury to yourself and others. The post holder will take all reasonable steps to ensure the safety of volunteers and service users and will liaise with the Board of Trustees on issues affecting health and safety.

Equal Opportunities:

Work within and implement the Equal Opportunities Policy and Procedures of KHL.

Confidentiality:

Ensure that information relating to participants remains confidential in line with KHL’s Confidentiality Policy.

Environmental Responsibility:

All post holders are required to carry out their duties in line with the Environmental Policy of KHL

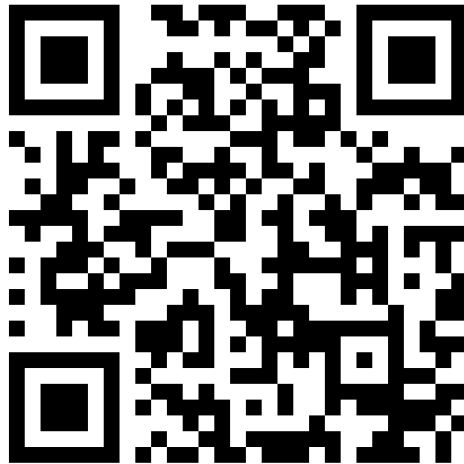
Safeguarding:

To report any safeguarding issues to a KHL Manager as soon as is possible and in line with the KHL Safeguarding Adults Policy and the KHL Child Protection and Safeguarding Children’s Policy. To complete or provide a DBS check (Disclosure and Barring Service), formally called CRB in-line with the DBS regulation.

How to apply...

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Application for employment
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MH Coach – Fill in form



**For more information,
contact us:**



01535 677177



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www.khl.org.uk