



Mental Health and Wellbeing Practitioner (Hub-based)

Job Description

Location: Dumfries and Annan

Salary: £ 24,521.15

Salary Band: 1.2

Hours: this post is contracted for 35 hours per week, typically worked Monday to Friday, 9am–5pm; however, depending on service delivery needs, there may occasionally be a requirement to work evenings or weekends.

Contract: Permanent

Reports To: Senior Practitioner

Disclosure & Barring Check: This post will be subject to a PVG check for working with vulnerable adults.

About the Project/Service

As a Practitioner, you will play an active role in delivering community based mental health supports. You will contribute to multiple projects by helping create environments where people feel respected, included, and supported, and where they can engage in meaningful activities that will improve their mental health.

Change Mental Health offers a community-based Hubs in Dumfries and Annan providing non-clinical, person-centred support in a welcoming environment where people can take part in group activities, peer support and recovery-focused opportunities. The Hub supports people to build social connections, develop knowledge, skills, confidence and resilience, and improve their mental health and wellbeing. Activities include art, music, walking, wellbeing sessions and confidence building opportunities. The Hubs also deliver specialist projects such as Carers Support and links to employability support as part of its wider commitment to early intervention, prevention and community mental health support

Purpose of the Role

The postholder will deliver high-quality, non-clinical, person-centred support that improves mental health and wellbeing, reduces isolation, and builds knowledge, skills, resilience and confidence for people accessing the Hub. As a Practitioner, you will take a primary role in ensuring the efficient and effective daily running of the Hub, providing a safe, welcoming and supportive environment where people feel believed, respected and heard.

As a Change Mental Health Practitioner, you will work directly with people experiencing poor mental health or mental illness. You will empower people to self-manage their mental health and wellbeing, build confidence and resilience, make achievable goals, and strengthen their connection to peers and their local community.

The role includes facilitating group activities, offering 1:1 support to help people engage, undertaking community engagement, and delivering early intervention and prevention-focused support. You will support people to develop and review meaningful, achievable personal plans, and work alongside them to build practical tools and strategies that support mental, physical, social, emotional and financial wellbeing.

Working closely with colleagues, partners and communities, you will contribute to creating an environment where people feel safe and accepted, connected to others, and hopeful for the future. You will adhere to and role model the values of Change Mental Health.

Key Responsibilities:

- Create and maintain a welcoming, safe and supportive environment where people feel believed, respected and heard, and where they are safe and accepted.
- Build positive, professional relationships with people accessing support, helping them to identify needs, build knowledge, skills, resilience and confidence, and become empowered to self-manage their mental health and wellbeing.
- Work collaboratively with colleagues to ensure effective day-to-day service delivery, contributing to a positive team culture and a consistent, person-centred approach.
- Develop, plan and facilitate non-clinical, community-based group activities that improve mental health and wellbeing, reduce isolation, strengthen connection to peers and community, and support people to make achievable goals.
- Provide person-centred emotional and practical support through informal 1:1 conversations and structured support where appropriate, helping people to develop and review meaningful, achievable personal plans.
- Encourage peer support, participation and community engagement, helping people to develop peer networks and strengthen their connection to others.
- Build and maintain strong partnerships with community groups and local services to strengthen referral pathways, improve collaboration and raise awareness of Change Mental Health support.
- Promote the values of Change Mental Health in all aspects of your work and represent the services positively within the community.

- Maintain clear communication with colleagues, contributing to team meetings, reflective practice, and ongoing service development.
- Identify, record and respond promptly to safeguarding, wellbeing or risk concerns in line with organisational policy, helping to ensure people remain safe and supported.
- Maintain accurate, confidential and timely records that support evidence led practice and measurable impact.
- Support people to access wider community, health and wellbeing services, signposting and enabling smooth transitions to the most appropriate next step in their journey.
- Assist in implementing service policies, including health and safety, safeguarding and data management, ensuring environments remain safe, accessible and welcoming.

General Responsibilities

- Work in line with CMH values, policies and quality frameworks including the Quality Assurance framework, and SSSC Codes of Practice
- Maintain accurate, confidential records in line with Data Protection and Information Governance requirements.
- Carry out dynamic and ongoing risk assessment to protect the wellbeing and safety of individuals.
- Demonstrate professional boundaries and uphold CMH's standards at all times.
- Participate in supervision, training, team meetings, and reflective practice to support continuous professional development.
- Work collaboratively with colleagues and managers to deliver high-quality, project-based support across both services.
- Respond flexibly to service needs
- Actively promote Change Mental Health and contribute to organisational initiatives.
- Undertake any other reasonable duties relevant to the role as services continue to develop.

Essential Criteria:

- Educated to SVQ Level 2 Social services and healthcare (adults) (or equivalent) or willing to work towards if the organisation requires
- Registered with the Scottish Social Services Council or willing to join if the organisation requires
- Experience facilitating groups, peer-support activities, or community-based mental health sessions.
- Experience delivering structured 1:1 support and contributing to the development and review of personal or outcome-focused plans.

- Ability to organise workload effectively, work independently, and collaborate well within team.
- Strong interpersonal and communication skills, with the ability to build positive, trusting, and professional relationships with a diverse range of people.
- Demonstrated empathy, professional self-awareness, and a reflective approach to practice.
- Commitment to trauma-informed, person-centred, strengths-based and recovery-focused practice.
- Understanding of risk assessment and safe decision-making within community mental health support.
- Good digital and IT skills, including maintaining accurate and confidential records.
- Ability to remain calm, respectful, and professional when responding to challenging behaviour.

Desirable Criteria:

- Experience working with Carers and people needing employability support.
- Knowledge of local community resources, service pathways, and support networks.
- Experience supporting people facing trauma, social isolation, or complex life circumstances.
- Awareness of co-production or lived-experience-led approaches.
- Understanding of relevant health and social care policy in Scotland.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.