Let's Talk Well Office, 4th Floor, Building 7, Vantage Point Business Village
Mitcheldean, Gloucestershire, GL17 ODD
Telephone: 01594 372777 Text: 07520634063
Email: hello@letstalkwell.org.uk Website: www.letstalkwell.org.uk

Job Pack

Job Pack: Mental Health Support Practitioner

Thank you for your interest in working for Let's Talk Well. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About Talk Well and the Role
- Job Description/Person Specification

The closing date for applications is **25th November 2026**, however we will be reviewing and interviewing potential candidates through the application window.

Let's Talk Well reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held **3rd – 4th December 2026.**

Please return the following documents by the date stated above.

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

Completed applications should be sent to: recruitment@letstalkwell.org.uk

Or by post:
HR Department
4th floor, Building 8
Vantage Point Business Park
Mitcheldean
Gloucestershire
GL17 0DD

Filling in the application form

- Please complete all parts of the application form. (**CVs will not be accepted in place of an application form).**
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Let's Talk Well does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

Commitment to Inclusivity and Diversity

Here at Let's Talk Well we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

Keeping children, young people and families safe

Let's Talk Well is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and

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influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

The declaration section of the application form must be completed.

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared.

This means that any previous criminal convictions or cautions or bind-overs you have ever had, or any allegations made against you that relate to the safety or welfare of children and young people or vulnerable adults or about your behaviour towards children or young people or vulnerable adults must be submitted with your application form in a sealed envelope marked 'Confidential'.

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We recognise the contribution that people with criminal records can make as employees and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. All cases will be examined on an individual basis. A copy of our Recruitment of Ex-Offenders policy can be made available by contacting our HR team.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about Let's Talk Well please contact a member of our Human Resources Department 01594 372777 or email recruitment@letstalkwell.org.uk

Thank you for considering applying to Let's Talk Well

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About Let's Talk Well

Let's Talk Well is a charity established in 1993 serving Gloucestershire and surrounding areas. Let's Talk Well reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

Let's Talk Well has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

Our Mission, Ethos and Values:

Let's Talk Well is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.

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Our Values represent our core beliefs, that inspire and guide the choices we make, how we operate and how we interact with people:



Further information on our values, mission statement and vision can be found on our website –

[About us | Let's Talk Well]

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Job Detail

Job Title: **Mental Health Support Practitioner**

Rate of pay: Grade B £14.77 to £15.37 (£28,801.5 - £29,927.5 full time equivalent) per hour dependent on experience.

Reports to: Clinical Manager

Place of Work: Let's Talk Well, Eastgate House, Eastgate Street, Gloucester, GL1 1PX. You may also be required to attend Let's Talk Well meetings and training related to the post at various locations across Gloucestershire as required. You will not be required to work outside the UK.

Hours of Work: **MHSP Let's Talk Well Chat -** Tuesdays (4.45pm – 9.15pm) 4.5 hours per week.

Contract: Permanent (subject to funding)

Holiday: 5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees.

Benefits:

- We gift all employees the days between Christmas Day and New Year's Day excluding Bank Holidays.
- Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.
- Up to three volunteering days per year, two of which can be exchanged for wellbeing days
- Enhanced company sick pay
- Blue light discount card
- Sight test

Expenses: Legitimate business expenses incurred as part of carrying out your job will be reimbursed.

Terms: There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.

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Job Title:	**Mental Health Support Practitioner**
Responsible to:	**Clinical Manager**
Job Purpose:	To make a difference to children and young people, parents and carers by providing mental health support via online text chat and telephone. Let's Talk Well Chat is an anonymous service for young people between the ages of 9 -25 who are experiencing personal problems, worries and difficulties which impact on them emotionally, psychically and/or socially. Parent Support Advice Line is an anonymous service for parents and carers if children and young people from birth to 25 years.
Main Duties:	• You will be expected to respond to 1-1 online text chat and telephone calls from young people, parents and carers who are experiencing concerns about their/their dependants mental health and emotional well-being • To provide young people with emotional support and psycho-educational information, advice and strategies. • To provide parents and carers emotional support, psycho-educational information, advice and strategies. • To signpost to other local or national sources of support and information

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General duties	• To debrief to a supervisor at the end of each shift. • To be willing to engage in regular live supervision for support and training purposes • You will be able to follow all online, telephone and general procedures as defined in Let's Talk Well policies and procedures including keeping accurate records • Let's Talk Well is committed to protecting its staff, clients, service users, assets and reputation through an effective risk management process. The post holder will be required to comply with the Let's Talk Well Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions. • Let's Talk Well is committed to the correct and safe handling of client identifiable data and takes every precaution to protect such data from being inadvertently disclosed to unauthorised personnel. All staff are therefore required to abide by the Let's Talk Well Data Protection; IT & IG Governance and Security Policies. • The post holder must abide by all Let's Talk Well policies. These will be communicated during the induction process which you must attend and you will be provided with copies. • Staff must maintain the strictest confidence in relation to client or personnel related information, and it must be stressed that all client related information is confidential, whether formally recorded or not. • You will be expected to attend meetings for supervision, continuous professional development, support, training and agency safeguarding and administrative updates.

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Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
1 Training, Qualifications and Experience			
The successful candidate will have:			
1.2 Good working knowledge of excel	▪ Application form		✓
1.3 Experience of working with Access or a similar database	▪ Application form		✓
1.4 Experience in a setting working with young people or children	▪ Application form	✓	
1.5 Qualification or experience of youth work, mental Health, social work or mentoring, counselling skills or similar	▪ Application form		✓
1.6 Experience in a role supporting children between 9-25 years old and/or children and young people with mental health or emotional issues	▪ Application form ▪ Interview		✓
1.7 Experience in a setting working with parents and carers of young people or working with children and young people	• Application	✓	
1.8 Experience in a role supporting parents and carers of children 0-25 years old and/or supporting children and young people aged 9 – 25 years with mental health or emotional issues	• Application form • Interview task		✓
1.9 Qualification or experience in parents and carers or youth work, mental health, social work, teaching or mentoring, counselling skills or similar	• Application form • Certificate check • Professional body check		✓
2 Knowledge			
The successful candidate will be able to demonstrate an awareness of:			
2.1 The General Data Protection Regulation GDPR and the principles of confidentiality and sharing information.	▪Application form ▪Interview		✓
2.2 Equal opportunities and anti-discrimination practices.	▪Application form ▪Interview	✓	

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2.3 Understanding of how to communicate and support children and young people	▪ Application form ▪ Interview	✓	
2.4 Understanding the importance of confidentiality, safeguarding children and vulnerable adults, and consent	▪Application form ▪Interview		✓
2.5 A knowledge of psychological development of children and young people, and the impact of complex emotional behavioural stages children and young people face	▪Application form ▪Interview		✓
2.6 Knowledge of local and national help available for parents and carers, children and young people	▪ Application form ▪Interview		✓
2.7 Understand strategies for effectively parenting children and young people aged 0-25 years where there are concerns around a young person's mental health and emotional well-being	▪ Application form ▪Interview		✓
2.8 Understand strategies for effectively parenting children and young people aged 0-25 years where there are concerns around a young person's mental health and emotional well-being	▪ Application form ▪Interview		✓
3. Ability			
The successful candidate will be able to:			
3.1 Demonstrate competency and confidence in the use of IT systems and software packages e.g. Microsoft Excel, as well as the ability to enter data accurately	▪Application form ▪Interview	✓	
3.2 Demonstrate competency in the principles of database management	▪Application form ▪Interview		✓
3.3 Demonstrate experience of maintaining safe, accurate and confidential recording of information on the database, including giving history, communications, and activities	▪Application form Interview		✓

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4. **Communication Skills**			
The successful candidate will be able to:			
4.1 Demonstrate a good level of competency in written and verbal communication skills	▪ Application form ▪ Interview	✓	
4.2 Deliver the role in line with Let's Talk Well Values	▪ Application form ▪ Interview	✓	
4.3 Demonstrate competent spoken and written communication skills using telephone and online mediums such as instant messaging	▪ Application form ▪ Interview	✓	
4.4 Ability to form a strong and supportive relationship with parents and carers or children and young people	▪ Application form ▪ Interview	✓	
4.5 Demonstrate the ability to communicate clearly and effectively to parents and carers providing advice about emotional problems or behaviour of young person	▪ Application form ▪ Interview	✓	
5. Personal Attributes			
The successful candidate will demonstrate:			
5.1 A passion for the mission of the charity – "to improve, preserve and promote good mental health and wellbeing among children, young people and families."	▪ Application form ▪ Interview	✓	
5.2 A high level of attention to detail.	▪ Application form ▪ Interview	✓	
5.3 A high level of personal integrity and confidentiality	▪ Application form	✓	
5.4 The ability to plan, organise and prioritise workload and manage time effectively.	▪ Application form	✓	
5.5 A willingness to learn	▪ Application form ▪ Interview	✓	
5.6 The ability to work under pressure	▪ Application form ▪ Interview	✓	
5.7 The ability to embrace change well	▪ Application form ▪ Interview	✓	
5.8 The ability to both work independently and as part of a team	▪ Application form ▪ Interview	✓	
5.9 A reflective capacity and positive attitude to personal development	▪ Application form ▪ Interview	✓	
6. Commitment			
The successful candidate should be able to demonstrate commitment to:			

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6.1 Respect the Christian ethos of the charity.	▪ Application form	✓	
6.2 To attend office Staff Team meetings on a regular basis and regular 1-1 sessions with your line manager.	▪ Application form ▪ Interview	✓	

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