

Wellbeing Ally Service Role Description

Canopi offers a Wellbeing Ally service for NHS and social care staff in Wales.

It aims to offer support to doctors, nurses, therapists, dentists, paramedics/ other NHS frontline health professionals, and social care staff on the frontline who may be experiencing personal or work-related mental health concerns. Our Wellbeing Allies will be expected to be experienced in supporting colleagues and to provide confidential support with an emotional focus.

As a Wellbeing Ally volunteer, you will provide a reflective space, working with the caller to gain insight into their issues, and signpost, if appropriate, to other sources of support that we have available through the Canopi COVID-19 response. You will give your time, on a voluntary basis, to provide support over the telephone. Your role as a Wellbeing Ally is to provide emotional support and 'buddying'.

You will not provide any medical diagnosis or treatment, legal advice or counselling, nor will you act as an advocate in any way for the caller.

The work will be in response to need but we anticipate you will be able to offer at least one day per week and deal with 1 – 3 cases per week, each case involving varying numbers of interactions. The initial contract will be for 6 months.

You will not be an employee or agent of the Canopi service however, you will have the benefit of crown indemnity, training, supervision and support from the Canopi senior team.

Peer Support Provider - Key Responsibilities

1. Provide confidential peer support to colleagues referred to you in difficulty.
2. Attend training sessions (virtual sessions for induction and training with a senior advisor – maximum of 2x one hour).
3. Contribute to confidential case discussion at supervision/training days.
4. Maintain individual clients' confidentiality.
5. Guarantee to destroy any paper records held about individuals once cases have been closed. When records are held in your own home, guarantee to store these securely (lock away).

6. Ensure communication is made with colleagues on days/times that it has been promised.
7. Liaise with the central Canopi admin team if personal circumstances or details change, or if availability to provide support to colleagues' changes.
8. Alert the Senior Advisor on call (by calling the helpline) immediately if there are any serious concerns about any cases under your management. If out-of-hours, it may be necessary to direct the client to the emergency services as directed on the Canopi website or to call 999.

Requirements:

- Be able to provide evidence of previous / current professional practice
- No adverse fitness to practise history
- In-depth knowledge of the National Health Service
- Ability to adopt an empathetic approach whilst maintaining professional boundaries
- The ability to quickly analyse complex situations
- A constructive, thoughtful and empowering approach to problem solving
- Excellent communication skills
- Good time management and organisational skills
- The ability to maintain confidentiality and be aware of Caldicott principles of disclosure
- The ability to focus on detail and the 'bigger picture'

Desirable:

- Experience supporting colleagues in difficulty on a one-to-one basis
- Ability to speak Welsh
- Interest in physician and healthcare practitioner health and wellbeing issues
- Experience of counselling and/or mentoring and/or coaching