

Pentreath is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

Pentreath take care when producing job descriptions to ensure that essential requirements are justified to a specific role and do not unfairly disadvantage candidates.

JOB DESCRIPTION

ROLE	Mental Health Advisor
PROJECT/DEPARTMENT	Various
RESPONSIBLE TO	Project Manager, Pentreath Ltd
DATE OF ISSUE	September 2025
1	ROLE PURPOSE
This versatile post is designed to provide flexibility and cover in an advisor role to minimise disruption to operations. The postholder could work with individuals of various ages, spanning age 14 to the elderly, and will be supervised by different line managers across projects. Advisor cover could be required in any part of Cornwall depending on business need.	
2	KEY OBJECTIVES
2.1	Deliver 1:1 face to face support to clients in a community setting, or a digital alternative according to project requirement and client need
2.2	Provide effective information, advice and guidance and develop SMART action plan with clients support people achieve personal goals whilst helping them to overcome barriers and reduce health inequalities
2.3	Provide flexibility as an advisor to work across various projects according to business need
2.4	Adapt to new ways of working and client delivery in limited time frames
2.5	Input accurate records in a timely manner to meet a variety of project compliance requirements, using IT systems, databases, Client Management Systems and Microsoft Teams project folders and channels
2.6	Build strong, collaborative working relationships with colleagues, clients, referrers, clinicians, other professionals and service providers
2.7	Achieve individual and team performance targets specific to any advisor role undertaken
3	DIMENSIONS
3.1	Annual financial accountability <ul style="list-style-type: none"> • None
3.2	Line management accountability <ul style="list-style-type: none"> • Nature of line management <ul style="list-style-type: none"> ➤ 0 • Number of staff line managed <ul style="list-style-type: none"> ➤ 0

4	ROLE ACCOUNTABILITIES
4.1	Manage more than one caseload at one time, plan and prioritise workload and time effectively to meet client and business need
4.2	Build trusting and collaborative relationships with clients
4.3	Help clients to overcome emotional distress and mental ill health by providing wellbeing support and building confidence, self-esteem and resilience, using wellbeing toolkits where appropriate
4.4	Enable progression routes and manage expectations of clients to support them towards education, training and employment
4.5	Engage and motivate clients who are not in employment, education or training
4.6	Complete initial assessments and eligibility checks to enable clients to start on the programme
4.7	Support clients with vocational activities, such as CV writing, interview techniques, mock interviews and signing up to employment agencies
4.8	Empower clients to make informed decisions about their own mental health recovery using guided conversations and a 'what matters to me' approach
4.9	Develop SMART action plans with clients
4.10	Signpost and refer to activities that assist clients to move towards recovery and emotional resilience
4.11	Link clients in to community resources and signpost to suitable provisions
4.12	Facilitate client access to appropriate services and provide an advocacy role for the client where appropriate
4.13	Identify and assess risk to ensure risk is minimised
4.14	Keep accurate electronic records as per project requirement and compliance
4.15	Measure the impact of intervention to inform the effectiveness of the service
4.16	Attend regular team meetings
4.17	Undertake supervisions with the line manager(s) of the project(s) you are working on at any one time
5	PENTREATH ACCOUNTABILITIES
5.1	Values All employees and volunteers will always actively and positively demonstrate Pentreath's values.
5.2	Equality, Diversity and Inclusion Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered
5.3	Client Experience Drive to continually improve client satisfaction and maintain a clear and consistent focus on delivering outstanding client experience
5.4	Information security and governance Manage information in line with Pentreath's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance

5.5	Safeguarding Maintain awareness of Pentreath policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures
5.6	Health, Safety and Wellbeing Contribute to the management of health and safety risks and the creation of a positive health and safety culture to safeguard the health, safety and wellbeing of yourself and others. Understand your health and safety responsibilities and comply with Pentreath policy and procedures
6	OTHER DUTIES To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work, which is not specifically referred within this document. Such duties however, should not normally exceed those expected of an employee at that grade.
7	PERSONAL DEVELOPMENT
7.1	Remain compliant with mandatory training
7.2	Identify own training needs
7.3	Identify own support needs
7.4	Identify own professional and personal development needs through regular supervisions and yearly appraisal.
8	ADDITIONAL INFORMATION Base and delivery Base for this role is Summercourt office or Harrison House in Threemilestone, Truro, for mileage purposes. Delivery is 1:1 face to face in a client's local community, according to client and business need. Advisor cover could be required in any part of the county depending on business need. It is possible that a telephony only role might require cover, as such, it is a condition of employment that candidates meet the requirements for home working, including a suitable, confidential area at home to work, and the required facilities including mobile phone signal and internet connection. DBS check This role is eligible under the exceptions to the Rehabilitation of Offenders Act and will therefore require the successful applicant to complete an Enhanced Disclosure and Barring Service (DBS) with children barred list check. Leave Annual Leave entitlement for a Pentreath full time member of staff is 6.6 weeks paid leave per year including bank holidays (pro rata for part time) Mileage Expenses can be claimed for any distance travelled for your work over and above your daily commute to your contracted work base. Remuneration All members of staff are paid on the 25 th of every month, or the Friday which falls directly before should this

date be on a weekend or bank holiday. Pay is paid directly into the employee's bank account.

Using a personal vehicle for work is essential

Full driving licence, access to and use of a vehicle for work purposes is essential for this role. Evidence of driving licence, insurance with business use, valid vehicle road tax and valid MOT certificate for vehicles over 3 years old is required upon starting employment.

Work hours

Usual hours are between Monday to Friday either 8.30am to 4.30pm or 9.00am to 5.00pm. Pentreath can be flexible with working hours if it meets project and business need. Some flexible working outside of these hours may be necessary to meet the need of the project. Some weekend working by prior arrangement may be necessary for this role.

Person Specification

	Essential Criteria		Desirable Criteria	
Knowledge	A	Equality, diversity and inclusion	a	Local labour and training market
	B	Good educational background (GCSE English and Maths equivalent)	b	Local services and community resources
	C	Key aspects of safeguarding	c	Mental Health First Aid qualification
	D	Mental ill health and emotional distress	d	NVQ III in Advice and Guidance
	E	Need for confidentiality	e	Trauma Informed practice
	F	Understanding of the value of meaningful activities to support emotional wellbeing in both adults and young people	f	Understanding Mental Health level 2 or above
Skills, abilities and attributes	G	Ability to prioritise and work under pressure, to tight deadlines, with accuracy and significant attention to detail		
	H	Active listening and empathy using a person-centred approach		
	I	Communicate complex and sensitive information effectively by telephone, email, and face to face		
	J	Confidence in learning new processes and systems		
	K	Curious with an ability to gently probe and sometimes ask difficult questions		
	L	Empower user involvement		
	M	Excellent communication skills with individuals of all ages		
	N	Flexible, proactive and creative approach to work		
	O	Follow legal, ethical, professional and organisational policies/procedures and codes of conduct		
	P	High level of resilience		
	Q	Positive and good-humored can-do solution focused attitude		
	R	Self-autonomous and used to taking personal responsibility		
	S	Strong organisational skills to manage responsibilities across various settings		

Experience	T	Deal professionally, confidentially, empathically and in an unbiased way, ensuring that individuals always feel valued and are fairly treated	g	Working within multi-disciplinary teams
	U	Handling challenges effectively to achieve a satisfactory outcome		
	V	Used a wide range of IT systems to submit electronic documents to deadlines, including use of databases, Client Management Systems and Microsoft Teams project folders and channels		
	W	Working in a fast paced, dynamic role where you have flexibly transitioned between different tasks, teams and environments in an efficient manner		
	X	Working in a similar people centred role guiding individuals with mental ill health, or a similar service user group, to achieve their personal goals		
Essential requirements	Y	Candidates must meet the requirements for home working, including a suitable, confidential area at home to work, and the required facilities including mobile phone signal and internet connection.		
	Z	Full driving licence, access to and use of a vehicle for work purposes is essential for this role		

This job description will be subject to annual review and amended as appropriate to meet the changing needs of Pentreath Ltd.