



MANCHESTER
CITY COUNCIL



WELLBEING & MENTAL HEALTH SUPPORT OFFICER

Position Details

Position:	Wellbeing and Mental Health Support Officer
Salary:	£28,860 - £29,000 per annum depending on experience. Subject to annual cost of living review.
Hours:	Full Time: 37.5 / week , 9:00am – 5:00pm
Annual Leave:	28 days annual leave including Bank Holidays.
Appointment:	1 year fixed term contract with possibility of extension depending on funding availability.
Pension:	Generous NEST pension scheme
Reporting to:	Operations Manager
Location:	Manchester based. A mix of working at home and/or the office is desirable. Open to flexible working arrangements. This is a position which may include some evening and weekend work, travel to our centres, including to partner meetings. You'll be entitled to Time Off in Lieu (TOIL).
Closing Date:	Ongoing until suitable candidate is found.
Interview Date:	As soon as suitable applications are received.

Post Summary

African Rainbow Family is looking to employ a Wellbeing and Mental Health Support Officer for our LGBTIQ+ Siblings seeking asylum with a focus on providing **trauma-informed, culturally sensitive** support to individuals navigating the UK asylum system.



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This role combines emotional guidance with practical advocacy to help our LGBTIQ+ Siblings manage the psychological impact of displacement, seeking asylum and facing systemic barriers.

As a community and grassroots charity, we are seeking a Wellbeing and Mental Health Support Officer to deliver local programmes that integrate mental wellbeing with physical activity or social prescribing.

About You

The successful candidate will provide proactive, non-clinical support, emotional assistance, and signposting individuals experiencing mental health difficulties or aiming to improve their wellbeing to relevant external agency services. You will promote independence, manage referrals, deliver interventions, and work across sectors (education, community, workplace).

You will play a critical role in providing early-intervention support and co-ordinating care for individuals facing mental health challenges. Your focus will range from non-clinical interventions to workplace culture and pastoral care for our Siblings and other members of staff.

Get to know us...

African Rainbow Family (ARF) is a small grassroots registered Charity (No. 1185902) which has been supporting LGBTIQ+ refugees and those seeking asylum through the asylum and immigration process and campaigning for their rights since 2014. This includes people of African heritage and the wider Global Majority and anyone that identifies as an LGBTIQ+ refugee or seeking asylum.

We provide peer support, advocacy, immigration advice, integration advice, information, employability advice and counselling.

ARF was established in 2014 by a lesbian in the wake of some Commonwealth countries in Africa's toxic and draconian anti-gay laws; persecutions and environment which seek to criminalise LGBTIQ+ people for the preference of whom they choose to love. ARF provides:

- Support For LGBTIQ+ Refugees and People Seeking Asylum
- Support communities who face constant harassment, hate crimes and discrimination heaped on them by an ignorant society because of their sexuality or sexual preferences and or gender identity.
- Campaigning For Global LGBTIQ+ Equality.

- Immigration Advice Services



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Our registered office is in Manchester with 4 centres in Leeds, Birmingham, London and Swansea. A mix of working at home and the office is likely in this post for the foreseeable future. A need for commitment for time in the office when necessary is required. This can be arranged.

Benefits include:

<ul style="list-style-type: none"> • 28 days annual leave including Bank Holidays. 	<ul style="list-style-type: none"> • Generous pension scheme.
<ul style="list-style-type: none"> • Equipment to support your work. 	<ul style="list-style-type: none"> • Salary review.
<ul style="list-style-type: none"> • Development and growth opportunities. 	<ul style="list-style-type: none"> • Paid 2 duvet days a year.
<ul style="list-style-type: none"> • Paid staff day off on their birthday. 	<ul style="list-style-type: none"> • Friendly supportive team.
<ul style="list-style-type: none"> • Free parking at our office. 	<ul style="list-style-type: none"> • Employee reward scheme
<ul style="list-style-type: none"> • Employee Assistant Programme - wellbeing support. 	<ul style="list-style-type: none"> • Paid sick leave after 6 months.
<ul style="list-style-type: none"> • Flexibility around other commitments for part-time staff. 	<ul style="list-style-type: none"> • Cost of living crisis support.
<ul style="list-style-type: none"> • We are an accredited Living Wage Employer. 	

Attachments

- Job description and person specifications
- Application and equal opportunity forms
- Policy on the Recruitment of Ex-Offenders

HOW TO APPLY: Please read the job description and person specification. Email your completed application form and optional monitoring form to recruitment@africanrainbowfamily.org.

For more information on this role or for an informal discussion please contact Aderonke Apata, Founder and CEO: 07435501088. If you know of someone who might be interested in this vacancy, please ask them to get in touch.

The successful applicant will be required to undergo an enhanced DBS check and to disclose all non-protected criminal records at the point of conditional job offer.

The closing date for applications: Ongoing until suitable candidate is found.

Interviews will be held in person: As soon as suitable applications are received.

We are sorry that we are unable to provide feedback to unsuccessful candidates.



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Job Description

Core Responsibilities

- **Direct Emotional Support & Intervention:** Deliver one-to-one therapeutic interventions using trauma-informed approaches to address issues like low mood, stress, PTSD, anxiety, and depression.
- **Group Facilitation:** Plan and lead wellbeing activities, creative workshops, psychotherapeutic and psychoeducation low intensity intervention sessions to reduce isolation and build social networks.
- **Holistic Assessment:** Conduct initial assessments to identify individual mental health, social, and practical needs, creating tailored personal integration plans.
- **Advocacy & Liaison:** Acting as a bridge to external services, such as GPs, specialist mental health teams, or community resources. Represent our Siblings when dealing with external agencies to ensure dignified access to healthcare and housing.
- **Signposting & Referrals:** Develop and maintain clear referral pathways to specialised clinical services, community resources, and peer support networks.
- **Safeguarding:** Identifying and reporting concerns regarding the safety of vulnerable individuals according to institutional policies.
- **Case Management:** Maintaining accurate, confidential records of interventions and progress in compliance with GDPR and professional standards.
- **Health Promotion:** Developing and delivering workshops or campaigns focused on resilience, physical health, and preventative self-care.

Reporting & Monitoring

- Provide monthly monitoring and reporting on Sibling wellbeing and mental health support in order to review and monitor budget and grants targets.
- Ensure concerns are escalated promptly in line with policy and procedures.
- Ensure departmental reporting and monitoring satisfies funder needs.
- Maintain and manage casework records.
- Draft organisational reports to a high quality, in a timely manner.
- Work closely with all stakeholders to obtain case studies, as well as record and monitor results against agreed outcomes.
- Ensure project milestones and plans are delivered in a timely manner.
- Develop work plans, timetables and deadlines to achieve deliverables.
- Review all project information to be included in donor reports.

- Occasionally lead donor-facing meetings to provide project updates.



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General

- Participate actively in regular team meetings.
- Support the Team in delivery of their work.
- Provide data for quarterly reports to the Boards.
- Participate in organisational activities and events.
- Any other tasks required to ensure the smooth running of African Rainbow Family.

Person Specification

Essential Skills & Qualifications

- **Education & Experience:** Relevant degree (e.g., Psychology, Social Work) and significant experience working with refugees, people seeking asylum (LGBTIQ+ and/or non-LGBTIQ+), or other marginalized groups.
- **Trauma-Informed Practice:** Deep understanding of the 6 principles of trauma-informed care and the specific psychological impacts of forced migration.
- **Cultural Competence:** The ability to work respectfully across diverse cultures and faiths, including effectively managing sessions with interpreters.
- **Technical Knowledge:** Familiarity with the UK asylum and welfare systems, including Universal Credit and housing entitlements.
- **Interpersonal Skills:** High emotional intelligence, active listening, and a non-judgmental approach are vital for building trust.
- **Resilience:** The ability to remain calm and effective when handling crisis situations or complex emotional disclosures.
- **Outreach & Community-Based:** Ability to work directly in our community centres, charity centres, or asylum contingency hotels to meet Siblings in their own environment.
- **Casework Management:** Handling a specific caseload of individuals, maintaining meticulous, confidential records.

Desirable

- Knowledge of the social, political and human rights issues facing people seeking asylum, particularly, LGBTIQ+.
- Willingness to learn and use database if no experience yet.
- The ability to write content for a variety of media.