

Wellbeing Supervisor

JOB DESCRIPTION

2026

WELLBEING SUPERVISOR

REPORTS TO:

Wellbeing Lead

PURPOSE:

Birchwood Wellbeing Café held at Arise Church provides a welcoming, non-judgemental space for adults, funded by the NHS mental health and wellbeing transformation programme. The Wellbeing Supervisor plays a key role in creating a welcoming, safe and compassionate environment within the Wellbeing Café, where people feel valued, respected and supported.

As part of a Christian organisation, the Supervisor will actively contribute to the ethos and values of the café, demonstrating compassion, dignity, hospitality, hope and a commitment to serving others. These values should be reflected in the way the Supervisor leads the team, engages with visitors and works alongside colleagues, volunteers and community partners.

The Supervisor will provide day-to-day leadership and encouragement to the café team, helping to foster a positive, supportive and collaborative culture. They will ensure the café and foodbank distribution operates safely and effectively while maintaining an atmosphere that promotes connection, belonging, wellbeing and hope for everyone who walks through the door.

DAY-TO-DAY CAFÉ OPERATIONS

- Support the smooth and effective day-to-day operation of the Wellbeing Café, working under the Wellbeing Lead.
- Help maintain a welcoming, safe, clean and inclusive environment.



- Coordinate daily activities and ensure appropriate staffing and resources are in place.
- Support the delivery of café activities, wellbeing sessions and community events.
- Ensure relevant daily procedures, policies and health and safety requirements are followed and recorded.
- Identify and respond appropriately to operational issues, escalating concerns to the Wellbeing Lead where required.
- Follow safeguarding, health and safety, confidentiality and incident-reporting procedures.
- Respond appropriately to concerns relating to the safety or wellbeing of visitors, staff or volunteers.
- Record and report incidents in line with organisational procedures.
- Escalate significant concerns or risks to the Wellbeing Lead or relevant senior colleague.
- Become familiar with sign posting to local organisations and partners.

TEAM SUPERVISION AND SUPPORT

- Provide day-to-day supervision, guidance and support to café staff and volunteers.
- Promote good communication, teamwork and a positive working environment.
- Support staff and volunteers to understand and maintain appropriate professional boundaries.
- Provide feedback and identify training or development needs, working with the Wellbeing Lead.
- Attend team meetings, supervision and training as required.



PERSON SPECIFICATION

Essential

- Experience of working in a supervisory, support, hospitality, community or wellbeing-focused role.
- Experience of supporting or working with members of the public.
- Good communication and interpersonal skills.
- Ability to remain calm, professional and compassionate in challenging situations.
- Ability to work effectively as part of a team and provide support to colleagues.
- Understanding of confidentiality, safeguarding and professional boundaries.
- Good organisational skills.
- Commitment to equality, diversity, inclusion and person-centred support.

Desirable

- Previous experience supervising staff or volunteers.
- Relevant wellbeing, mental health, safeguarding or first aid training.

Personal Qualities

- The successful candidate will be:
- Warm, approachable and non-judgemental.
- Reliable and organised.
- Confident in supporting and supervising others.
- Able to use initiative while recognising when to seek guidance.
- Resilient and able to manage challenging situations appropriately.
- Respectful of different backgrounds, experiences and needs.



IN ADDITION

- **Hours of work per week** – Part Time - Tuesday - 5hrs per week.
- **Salary** £13.45 Per Hour
- **Annual leave** - 25 days, plus 8 bank holidays (adjusted on a Pro-Rata basis).
- **Contract term:** The contract will run in line with the NHS funding that has been commissioned for the next three years. If further funding is secured, an extension to the contract may be possible.
- **Place of Work:** This role will be based at Arise Church Building, 127 Birchwood Avenue, Lincoln, LN6 0JE



APPLICATION PROCESS

Please apply by emailing your interest, detailing any previous relevant experience, to office@arisechurch.co.uk

Should you require any further information about Arise Church or the role please do not hesitate to contact office@arisechurch.co.uk or call us on 01522 694694

