



Staff Wellbeing and Mental Health

Last Updated: April 2026

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Purpose of this policy

This policy outlines how MENT4 supports the wellbeing and mental health of staff, mentors, facilitators and volunteers. It recognises that working with young people, particularly those facing complex challenges, can be rewarding but also emotionally demanding.

MENT4 is committed to creating a working environment where staff feel supported, valued and able to maintain their wellbeing.

Our approach

MENT4 believes that staff wellbeing is essential to safe and effective practice.

We aim to:

- promote a healthy and supportive working environment
- recognise the emotional impact of the work
- encourage open conversations about wellbeing
- provide support through supervision and leadership
- reduce unnecessary pressure where possible
- create a culture of care and respect

Supporting staff wellbeing helps ensure better outcomes for young people.

Personal responsibility

While MENT4 provides support, staff also have a responsibility to look after their own wellbeing.

Staff should:

- be aware of their limits
- take appropriate breaks
- manage their workload responsibly
- communicate when they feel overwhelmed
- maintain boundaries between work and personal life
- seek support when needed

Supervision and support

Supervision is a key space for wellbeing support.

Staff are encouraged to use supervision to:

- reflect on their work
- discuss challenges or pressures
- talk about difficult situations
- seek guidance and reassurance
- identify support needs

Supervision should be a safe and supportive space.

Managing emotional impact

Working with young people may involve exposure to:

- trauma
- safeguarding concerns
- difficult life experiences
- emotional conversations
- conflict or challenging behaviour

Staff should:

- acknowledge the impact of this work
- avoid carrying emotional pressure alone
- debrief after difficult situations
- seek support when needed

MENT4 recognises that emotional wellbeing is as important as physical safety.

Workload and boundaries

Clear boundaries help protect wellbeing.

Staff should:

- avoid over committing
- follow agreed working hours
- not take on excessive responsibilities
- manage communication outside working hours

- speak **breaks and time off**

Staff are encouraged to:

- take regular breaks during the working day
- use their annual leave
- rest and recover after busy periods
- avoid working excessively without rest

Time off is important for maintaining long term wellbeing.

Mental health support

If a staff member is experiencing mental health challenges, they are encouraged to speak to their line manager or a trusted member of the team where they feel comfortable.

MENT4 may support staff by:

- providing time to talk
- offering supervision or check ins
- adjusting workload where appropriate
- signposting to external support
- allowing reasonable flexibility where possible

Staff will be treated with respect and sensitivity.

Creating a supportive culture

Everyone at MENT4 has a role in creating a positive environment.

Staff should:

- support colleagues
- communicate respectfully
- avoid judgement
- be mindful of how their behaviour affects others
- contribute to a culture of care

A supportive team helps reduce stress and improve wellbeing.

Signs of stress or burnout

Staff and managers should be aware of signs of stress or burnout, which may include:

- feeling overwhelmed
- reduced motivation
- emotional exhaustion
- irritability or withdrawal
- difficulty concentrating
- physical symptoms

If these signs are present, support should be sought early.

Responding to concerns

If a manager is concerned about a staff member's wellbeing, they should:

- approach the conversation sensitively
- offer support
- listen without judgement
- explore possible adjustments
- signpost to additional help where needed

Support should be handled with care and confidentiality.

Confidentiality

Wellbeing conversations should be treated sensitively. Information will only be shared where necessary for support, safeguarding or organisational reasons.

Final note

MENT4 values the people who make the work possible. Supporting staff wellbeing is not optional, it is essential. When staff feel supported, they are better able to support young people.

This document has been approved by:

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