

## **JOB DESCRIPTION**

**Job Title:** Youth Worker

**Service:** Hackney Mental Health Hub Pilot

**Salary:** Grade 3 Point 23 - £34,862 Inclusive of Inner London Weighting

**Hours:** 37 hours per week (full time)

**Contract type:** Permanent

**Location:** London Borough of Hackney

**Responsible to:** Service Manager

**Hours:** 37 Hours per week

**Closing Date:** Ongoing – we will review applications regularly and close when we have reached capacity, so if you are interested, please apply as soon as possible

### **Summary of Job:**

Family Action are looking to recruit three Therapeutic Youth Workers who will be responsible for providing holistic and young person-centred information, advice and psychosocial support around young people's mental health and wellbeing in the London Borough of Hackney.

This is an exciting opportunity to be part of a new pilot project - funded through the Department of Health and Social Care (DHSC) - to deliver early support 'hubs' expanding on our existing innovative mental health/wellbeing interventions for young people aged 11-25 years across the borough. With a focus on early intervention and bringing together a range of different support in the community you will work in collaboration with the Hackney 'Super Youth Hub', ensuring that the hub provides a 'one stop shop' experience for young people.

### **Key Tasks and Responsibilities:**

1. Undertake 1:1, group, detached and outreach work with young people
2. Provide one-to-one key-working up to 12 sessions, combining youth work values and principles with a therapeutic, trauma-informed approach to help address a wide range of issues that may impact on young people's mental health and wellbeing e.g. housing, employment, physical health, education, finances and relationships.

3. Work together with young people to agree and implement an Action Plan with SMART goals focused on areas that are important to young people.
4. Use a supportive, young person-centred approach. e.g. explaining what services are and what they do, ensuring information is accurate and up-to-date, filling out forms together, making personal introductions, accompanying young people to initial meetings/sessions, being with them during phone calls etc.
5. To work with the Hackney Super Youth Hub, to support young people and liaise with appropriate professionals in the network.
6. Therapeutic Youth Workers will also help young people to understand their rights, ensure that their voices are heard and empower them to make their own decisions.
7. Develop strong, positive working relationships with a range of colleagues, schools, voluntary and community sector organisations and partner agencies to support the delivery of good outcomes for young people and their families.
8. Be an advocate for young people, supporting colleagues to understand adolescence, and how to engage with young people, particularly with concerns around:
  - mental health and wellbeing of children and young people.
  - Supporting vulnerable groups who would not otherwise receive support (levelling-up).
  - Improving children and young people's engagement with EET.
9. Participate in, and enable children and young people to participate in, research interviews, forums, networks, and/or groups to share valuable insights and lessons learned from service delivery that allow evaluation of effectiveness and impact of services.
10. To maintain confidential, up to date and accurate records of all sessions and plans.
11. To use agreed outcome tools to measure and monitor client well-being, to assess on-going risk, promote safety, collate data and to welcome service feedback.
12. To ensure you understand and comply with Family Action's policies and procedures for promoting and safeguarding the welfare of children and vulnerable adults.
13. To carry out or participate in all such other tasks and activities that will help develop and promote the service.
14. To participate fully in regular management supervision, team meetings, appraisals and clinical supervision sessions.
15. To actively engage in Family Action's Communities of Practice.
16. To participate in both the evaluation and monitoring of the service and contribute to reporting to commissioners and fundraisers.

17. To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
18. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
19. To respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
20. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'Building stronger families' by:

- a) Being people focused**
- b) Reflecting a 'can do' approach**
- c) Striving for excellence in everything we do**
- d) Having mutual respect for everyone we work with, work for, and support through our services**

**Person Specification E = Essential D= Desirable**

Education, Qualifications and Background	
1.	E - QCF Level 3 Diploma in Youth work or equivalent and have experience of youth work in a youth work setting
2.	E – Experience of working with young people, delivering therapeutic groups and/or 1 to 1 interventions in a youth work or similar setting.
Experience	
3.	E - Be able and have experience of delivering services 'in person' in community settings as well as remotely by Teams/Zoom or telephone.
4.	E - Experience of using case recording systems to keep accurate and timely client records in accordance with practice standards.
5.	D - Experience of working with a diverse range of communities and young adults including LGBTQ+, BME, young adults with disabilities and/or on low income.
6.	E – Excellent, up to date knowledge and understanding of safeguarding needs and risks young people may face.
7.	D – Experienced in working as part of a safeguarding team around a child, i.e. Childrens services, education, CAMHS, etc

8.	D – Experience of working in with an outreach role, in the community and school settings.
Knowledge & Skills	
9.	E – Ability to build positive and supportive relationships with Young People
10.	E – Ability to communicate and work effectively with vulnerable and marginalised young people.
11.	D - Sound knowledge of the Criminal Justice System and associated issues facing this client group, including relevant legal frameworks in relation to mental health and child protection.
12.	E - Ability to respond sensitively and empathically to highly distressed clients.
13.	E - Excellent interpersonal skills with ability to relate to internal and external contacts at all levels, and to represent Family Action by telephone and in person.
14.	E - A proven ability to work creatively and flexibly, using evidence-based approaches to achieve positive change.
15.	E - Confident working well independently as well as in a team setting.
16.	E – Ability to use own initiative and be able to respond to change as part of a pilot initiative.
17.	E -Good organisational, time management skills and prioritisation skills to manage a busy workload.
18.	E - Excellent verbal and written communication skills
19.	E - Computer literacy including Microsoft Office suite (incl. Outlook and Word), with ability to accurately input sensitive data electronically
Values	
20.	E - To have an active interest in working with those affected by mental health issues and recognise the impact this has on their life.
21.	E - To be able to always evidence Family Action’s values, which underpin Family Action’s mission of ‘building stronger families’ by: <ul style="list-style-type: none"> <li>a) Being people focused</li> <li>b) Reflecting a ‘can do’ approach</li> <li>c) Striving for excellence in everything we do</li> <li>d) Having mutual respect for everyone we work with, work for and support through our services</li> </ul>
22.	E - Be committed to equal opportunities and Equality, Diversity and Inclusion in all that you do. Have experience of and active interest in working with people from a wide range of backgrounds
23.	E - Be committed to and comply with Family Action’s Equality, Diversity and Inclusion and Safeguarding policies, including Child Protection
Additional	
24.	E - Willing and able to work flexibly including ‘twilight’ (3 – 7pm), evening (up to 10pm) and weekend hours.