

N

H



JOB APPLICATION PACK

**Therapeutic Practitioner – Fixed Term
(HEALTH007)**

June 2024

Y

**NEW
HORIZON
YOUTH
CENTRE**

C

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024



Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in black ink, appearing to read 'P. Kerry', with a large, sweeping flourish at the end.

Phil Kerry, Chief Executive

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024



OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 60 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report.](#)



New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024



COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any reasonable adjustments – for example ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

N

H

OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people



We **collaborate** for impact



We are **determined** to find a way



Y

NEW
HORIZON
YOUTH
CENTRE

C

STRATEGIC OBJECTIVES

Through 2022 – 2025 New Horizon Youth Centre will focus on:

1. Delivering high quality, trauma-informed services for any young person that needs our support

- **Refocusing our services around four key outcomes areas** (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- **Redefining the welcomes into our services** so that we can build trust and ensure young people get the support they want and move on.
- Creating a **brand-new health offer and optimising the scale of our housing offer** to address these continued areas of significant need.

2. Working with and through others to optimise our offer and maximise our impact.

- Continuing to **invest in the London Youth Gateway youth homelessness partnership**, scaling its reach and finding more ways to collaborate.
- **Revitalising our centre as a hub** that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately **sharing best practice with partners and statutory agencies** so that more professionals are equipped with the skills and knowledge to help.

3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.

- **Prioritising services where needs exist without solutions**, working with others to innovate and bring these issues to public attention.
- **Redoubling our policy work and building our evidence** to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to **reframe the narrative around youth homelessness**, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success

- **Making good on our commitment to be anti-racist**, embedding diversity across our work and practice.
- **Renewing our staff care and investing in our technology and facilities** so that the team have the practical and emotional support they need to thrive.
- **Setting ambitious goals for our fundraising** so that we have the resources and financial security to be ruthless in the pursuit of our mission.

NH YC

*“New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this
world.”*

Najma, 21



NEW HORIZON YOUTH CENTRE

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-Term (HEALTH007)

Job Application Pack, June 2024



JOB DESCRIPTION – Therapeutic Practitioner

Please note, this role is fixed-term for 12 months.

Reporting to: Head of Services – Health

The key objectives of the post are:

- To contribute to the daily running of New Horizon Youth Centre's (NHYC) Health services, ensuring they respond holistically to young people who are facing homelessness or are unsafe.
- To provide high-quality support and trauma-responsive interventions to young people accessing NHYC services.
- To work collaboratively with relevant statutory NHS Services, New Horizon internal teams and external specialist agencies to provide high quality health services to young people.

MAIN TASKS AND RESPONSIBILITIES

Young People's Services

To deliver therapeutic interventions to young people with multiple needs who access the service. This will include:

1. Engaging young people in collaborative and inclusive assessments to help them identify their concerns and needs, and to set goals.
2. Working creatively and flexibly with young people with a wide range of mental health needs and multiple disadvantages.
3. Acting as the main point of contact for our partnership with Camden & Islington Young People's Services, ensuring young people are positively supported to move through appropriate pathways.
4. Working closely with all teams to continue developing a psychological and trauma-informed approach to understanding and managing young people's difficulties.
5. Assess and monitoring risk, developing appropriate risk and behaviour management plans with young people in the day centre.
6. Supporting the assessment and onwards referral of young people into mainstream services.
7. Continued use of feedback and showing a commitment to a service that is sensitive and responsive to clients' needs, involving:

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024



- Completing action plans with clients
 - Regular reviewing of case files
 - Ensuring risk management and assessment procedures are followed
8. Ensuring the programme meets the standards required by external assessors and funders.
 9. Contributing to the management and development of the day centre, including daily handover, ensuring that Health and Safety issues are always addressed.

Sharing Best Practice

To proactively share best practice with internal and external stakeholders in order to maximise the impact of the work of NHYC. This will include:

10. Supporting the development and facilitation of staff training programmes.
11. Responding to opportunities with specialists and agencies who might offer resources, funding, or individual services relevant to client needs.
12. Contributing to research and innovation projects that ensure NHYC remains a leading organisation within the sector.
13. Promoting and representing NHYC at relevant forums, meetings and events.
14. Contribution to health and homelessness-related research at a local and national level.

Information Management

To produce and maintain accurate and useful information in a range of formats to promote effective service delivery and evaluation. This will include:

15. Recording all contacts with clients appropriately and maintaining all relevant files and recording systems.
16. Producing written reports in a variety of formats to meet the requirements of NHYC, external service providers and funders.
17. Inputting and extracting information from client monitoring systems and other accounting and database systems. Utilising other relevant software to produce reports.
18. Being self-servicing in day-to-day administration, and following team and NHYC's administrative procedures
19. Ensuring own information management is compliant with supervisory authorities within the health sector as appropriate.

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024

Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

20. Continuously reviewing own working practices in line with client feedback and current best practice.
21. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning/development needs and opportunities.
22. Taking a proactive approach to supervision including regular line management supervision, team meetings, team reflective practice and clinical supervision.

Other

To contribute positively and constructively to the development of the team, the service, and the Centre. This will include:

23. Following NHYC's policies, procedures, and performance expectations in all functions of the post.
24. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Head of Services, Director of Operations or CEO.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

E: Essential

D: Desirable

Qualifications, experience, and track record

1. A professional qualification in mental health, youth work or another relevant field OR Relevant Health & Social care qualification, equivalent or experience in the social care/charity sector (D).
2. Experience of working with people with a range of complex psychological needs, to improve their mental health and wellbeing (E).
3. Experience of working in a high-pressured environment with young people from NHYC's client group (D)

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024

4. Experience in forming and maintaining effective therapeutic relationships with young people with multiple complex needs. (E)
5. Experience in engaging clients from diverse communities to deliver therapeutic support with cultural sensitivity considering the needs of the whole person (E)
6. Experience in producing and facilitating group workshops. (D)

Special knowledge and job requirements

7. Ability to create and maintain external partnerships in order to develop pathways to make health care support and services more accessible. (E)
8. Excellent understanding of the impact of complex trauma on young people, and the experience to work with issues of risk (E)
9. Competent in using de-escalation strategies and grounding techniques to manage crises or behaviour deemed as challenging (E)
10. Caseload management skills to prioritise effectively and multi-task in a sometimes busy and stressful environment (E)
11. Knowledge around safeguarding policy and procedures for children and vulnerable adults. (E)
12. Ability to ensure accurate and concise note keeping, as well as documenting interactions with external agencies where appropriate. (E)
13. Knowledge of working to performance indicators, including monitoring and reporting on service outputs/outcomes, client tracking, analysing performance information, and identifying corrective action (E)
14. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace (E)

Additional job requirements

15. Willingness and ability to work outside of normal hours on occasion (within New Horizon's flexible working arrangements), including work over the Christmas period when required. (E)
16. Willingness to work flexibly in response to changing organisational requirements. (E)

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024



ADDITIONAL INFORMATION

Contract

The contract is fixed-term or 12 months.

Location

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR. Travel to external partner locations will be required.

Hours of work

The role is full-time (35 hours per week), Monday-Friday. Some work over the Christmas period and occasional evenings will also be required.

Pay

The starting salary for the role is £31,200 (pro rata). The salary scale is: AP26 (£31,200) to AP30 (£34,736). New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

New Horizon Youth Centre

Therapeutic Practitioner – Fixed-term (HEALTH007)

Job Application Pack, June 2024



TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	9am, Monday 29th July
Shortlisted candidates will be informed	Friday 2nd August
Interviews	6th and 7th August

If you wish to apply for this position, please supply the following in a **word document format**.

1. **A detailed CV** setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. **A supporting statement** (up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification** - Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.
3. **Completed Additional Details Form** – [Please find here](#) or on the job advert on our website. Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

All documents should be emailed to recruitment@nhyouthcentre.org.uk, making sure to put the job reference: **HEALTH007**

If you would like to apply for more than one role, please make your preferred area(s) of work clear in your supporting statement.

Please ensure all application documents are provided in a **word document format**. This is to allow for the recruitment team to anonymise documents before sending to the shortlisting panel.

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at the email address listed above or call 0207 388 5560.

N

H

***Giving potential a
home since 1967***

***nhyouthcentre.org.uk
@nhyouthcentre***

***Charity number: 276943
Company number: 01393561***

Y

**NEW
HORIZON
YOUTH
CENTRE**

C