

Youth Worker – Safe Haven (Southampton)



Place of work:	No Limits Head Office: 34/35 The Avenue, Southampton, SO17 1XN and Southampton Community
Salary:	Band C- £24,546.49 to £26,294.81 (Full Time Equivalent, pro-rata for part-time)
Working days and hours:	12 hours per week – Monday and Friday 15:15 to 19:45 and Wednesday 16:00 to 19:00
Role type:	Permanent
Responsible to:	Operations Manager – Mental Health & Crisis Support
Responsible for:	Occasional volunteers / student placements
Disclosure and Barring Service Check (DBS):	Enhanced DBS – Child and Adult Barred List
Essential driver?:	Desirable, but not essential

Here at No Limits, our mission is **to empower children and young people to reach their full potential through information, advice, counselling and support**. Our people are key in supporting us to achieve our aims and your role in this is outlined below.

We particularly welcome applicants from diverse backgrounds and those with experiences similar to the children and young people we help and support. We are committed to creating a diverse environment where people can be their authentic self, experiences and opinions are valued, and we all are open to learn from each other.

About the role

As a youth worker within the Safe Haven Team, you will play a crucial role in supporting young people aged 11-25 years old across Southampton and the surrounding area who are facing mental health challenges and need access to out-of-hours emotional and practical support. Your role will include virtual and in-person support, such as appointment and drop-in sessions, wellbeing group sessions, online webchat, and telephone support.

About you – knowledge, skills and experience

To apply for this role, we are looking for:

- ✓ Experience in working with children and young people and/or a minimum Level 3 (or equivalent) youth work or relevant qualification
- ✓ Experience in providing crisis support and responding to safeguarding needs
- ✓ Experience in providing therapeutic interventions
- ✓ Effective communication, organisational and time management skills
- ✓ Confident and able to use Microsoft apps, such as Word, Teams and Excel, and databases
- ✓ Working proactively and collaboratively with others; reflecting creativity, adaptability and bringing positivity and enthusiasm to your work
- ✓ Commitment to personal growth, and ongoing learning and development

Please include on your application form other relevant knowledge, skills and experience which can be from work, volunteering, education or personal experience. We value growth and may make recruitment decisions where not all essential areas are met, but you're able to show an ongoing commitment to learning and development.

Main duties and responsibilities

- To facilitate the running of quality youth work through physical and virtual spaces with a mental health and wellbeing focus
- Working across a range of youth work styles including open access drop-in sessions, wellbeing group sessions, outreach work and working with children and young people who have recently visited local emergency departments/walk in clinics
- To provide information and advice to parents and carers, partner agencies and community services

Working with children and young people

- Act as an advocate for children and young people and refer them on to other relevant agencies and services, as appropriate, making sure their needs are appropriately met
- Work within the Youth Information, Advice and Counselling Services (YIACS) model, providing quality, accurate and appropriate information, advice and support – that is accessible for children and young people
- Share good practice and / or resources, to support the development of services and wider organisation
- Help children and young people feel listened to, connect them with No Limits services and build positive relationships
- Promote the involvement of young people in planning, delivery and evaluation of services
- Improve the lives children and young people by minimising the impact of their difficulties through the delivery of excellent services to promote wellbeing
- Collect and process accurate data and feedback from service users, on time and to high standards, which will be used for reporting and funding, helping to identify needs and improving the visibility, access and delivery of our services
- Protect the confidentiality of service users, by making sure the handling, sharing and processing of their information is in line with No Limits guidance and procedures
- Make sure safeguarding concerns and serious incidents are handled, recorded and monitored in line with No Limits guidance and procedures

General

- Demonstrate an ongoing commitment to the safeguarding of children, young people, and vulnerable adults
- Demonstrate a commitment to Diversity, Equity and Inclusion and participation of children and young people, making sure that principles and practice are implemented within your work area
- Keep up-to-date with information, knowledge and issues that may impact No Limits or your work area
- Work in line with No Limits policies and procedures, making sure statutory and legal obligations are met
- Use resources appropriately and record accurate records of hours and expenses in line with No Limits (hours / sick / holidays) contracts and policy
- Attend and actively take part in training, meetings, events, one-to-ones and clinical supervision
- Maintain accurate records and systems, both online and paper-based
- Support the implementation of No Limits strategy, demonstrating and promoting our mission and values

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- Contribute to the positive image of No Limits with children and young people, parents, partners and the local community working with your team to ensure a full service, providing cover if needed
- Commit to other duties as reasonably required by No Limits, appropriate to the scope and grade of the role

The purpose of this job description is to focus on the main responsibilities of the role. These duties and responsibilities may, within reason, change at the discretion of No Limits.