

Lead Youth Worker – Emergency Department and Safe Havens



Place of work:	Basingstoke and North Hampshire Hospital and Safe Havens (Royal Oak Wellbeing Hub), Yateley
Salary:	Band E £32,166 to £36,912 (FTE)
Working days and hours:	37 hours per week, Monday to Friday. To include Monday & Thursday evenings.
Role type:	Permanent
Responsible to:	Mental Health & Crisis Support Operations Manager
Responsible for:	ED Youth Workers, Safe Havens Youth Workers and occasionally volunteers and students on placement
Disclosure and Barring Service Check (DBS):	Enhanced DBS – Child and Adult Barred List No – but must be able to travel to different locations easily, including Southampton once a month and any adhoc training
Essential driver?:	

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 Lead Youth Worker for the Emergency Department & Social Prescribing Team and the Safe Havens team, you will play a crucial role in providing support, information, advice and guidance to children, young people and their families both within the hospital and out in the community post-discharge. Through crisis interventions, you will connect them with local and specialist support, helping to reduce future hospital admissions and reducing the crisis in their life.

You will be providing in-person support in both services, through brief interventions, open access drop in, telephone support, and outreach preventative work in educational settings and community locations when required.

You will support and lead a team of Youth Workers and promote the partnership working and integration of both crisis and intervention services.

About you – knowledge, skills and experience

To apply for this role, we are looking for:

- ✓ Relevant qualification, or equivalent experience, in youth work, social work, mental health, counselling, nursing or similar
- ✓ Experience of supervising, managing and/or mentoring individuals or teams

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- ✓ Experience of working in a high intensity, fast paced environment, with the ability to effectively manage your own wellbeing
- ✓ Experience of providing mental, emotional, health and wellbeing support, information and advice
- ✓ Knowledge of mental health issues, including the evidence base for intervention, for example: self-harm, suicide, eating disorders, depression, substance use, anxieties, phobias, ADHD, Autism etc.
- ✓ Knowledge and experience of developing and maintaining contacts / positive relationships with external agencies and organisations
- ✓ Excellent communication, organisational and time management skills, with the ability to work under pressure
- ✓ Able to build trusting relationships with children and young people, enabling them to develop new skills, make their own informed choices and support them to achieve their goals

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

- Leading the Emergency Department and Social Prescribing Team (EDSP) who support children and young people aged 11-25 who have been admitted to hospital, providing bedside support and intervention during their 'reachable moment' and continuing with short-term community based social prescribing where appropriate.
- Engage and build relationships with any children and young people who have come into the Emergency Department (ED) and may need advice and support to avoid further admissions.
- Build and maintain positive working relationships with hospital staff to encourage collaboration and the effective use of referrals in addition to promoting No Limits services with stakeholders in the community.
- Leading the Safe Havens team who provide a community-based crisis mental health service for children and young people aged 11-17 via one-to-one support and open access drop in.
- Offer a variety of youth work-based interventions to children and young people through, brief interventions, pre-booked one to one meetings and drop-in support, to reduce future hospital admissions and use of crisis services.
- Supervise your teams by conducting regular one-to-ones, support learning and development, monitor absence and coordinate annual leave.
- Regularly monitor and manage the data recording of your team, so that timely data can be provided for reporting, funding and service impact.
- Through a Youth Information, Advice and Counselling Services (YIACS) model address the wider practical and social issues that may be affecting a young person's mental health such as relationships, healthy behaviours, sexual health, housing, substance use, risk-taking behaviour, crime and offending, finance and benefits and education or employment.
- Work closely with No Limits and Child and Adolescent Mental Health Services (CAMHS) regarding the mental health needs of 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, to ensure their needs are appropriately met.

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- Provide quality up-to-date information, advice and support which supports young people's personal and social development and promotes healthy lifestyles.
- Promote the involvement of young people in planning, delivery and evaluation of services.
- Improve the lives of children and young people by minimising the impact of their difficulties through the delivery of excellent services to promote wellbeing.
- Work alongside the other Lead Youth Workers and Operations Manager to continuously evaluate and develop the services, making sure targets and outcomes are met, and raising any concerns.
- Support the Operations Manager to coordinate service delivery including recruiting and inducting staff, identifying teams training needs, and identifying individual needs within the team.

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 with them
- 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 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.