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| **EMHIP (Ethnicity and Mental Health Improvement Programme)**  **Youth Support Worker** | | | | |
| **JOB DESCRIPTION** | | | |

**JOB TITLE:** EMHIP (Ethnicity and Mental Health Improvement

Programme) Youth Support Worker

**LOCATION:** Wellness Centre and other locations around Croydon

**RESPONSIBLE TO:** Mobile Hub Team Manager

**SALARY:** £28,560

**HOURS:** 37.5 hours per week

**LENGTH:** 2 - year fixed term contract

**Context of the role:**

The EMHIP Mobile Hub Youth Worker is a new role that has been co-designed with individuals with lived experience of mental health care to provide direct, person-centered support to individuals in their local communities.

The Croydon BME Forum and Asian Resource Centre Croydon, in partnership with South West London Integrated Care System (SWL ICS) and South London and Maudsley NHS Foundation Trust (SLaM) are working together to address the ethnic inequalities in health and social care through the Ethnicity and Mental Health Improvement Programme (EMHIP). One of the keys interventions in the next phase of EMHIP is the implementation of the Mental Health & Wellbeing Mobile Hub. This is a mobile, all age, whole family hub service, delivered within both faiths based and community-based organisations.

The Mental Health & Wellbeing Mobile Hub team will be a dedicated team of experienced, culturally aware support workers and clinical staff embedded in the community to provide services to all local residents, but with a specific focus on BAME communities.

This team will be based in different locations across the borough, working within BAME communities, alongside faith groups and existing wellbeing hubs in Croydon.

**Job Summary:**

The Mobile Hub Team Youth Worker is a skilled, knowledgeable, and empathetic person, who enjoys working with young people, taking a person-centred approach. They must be flexible, adaptable, and comfortable working in an active setting, with people and professionals across the health and social care system. They will be practical, resilient, well organised and have excellent communication skills.   
  
As a Hub Youth Worker, you will be responsible for providing advice and practical help for young people in need of mental health or social support. You will be responsible for engaging young people, one-to-one support, through activities and workshops, as well as jointly working with primary care and other community services. Youth Worker relies on voluntary engagement with young people, so you will need to build relationships based on trust, in order to support and empower them.   
  
You will work in a variety of settings, including:

* Colleges
* Faith-based groups
* Youth centres
* Community settings

**Main responsibilities:**

* Support new referrals and offer young people a person-centred, wellbeing assessment that identifies their wellbeing difficulties and develops a plan to support positive mental and general wellbeing.
* Deliver one-to-one peer support sessions with young people, focused on talking through their emotional challenges, building coping mechanisms and working together to meet their wellbeing goals.
* Support access to, and the delivery of, a variety of peer and social support groups, workshops and activities available.
* Work as part of the wider hub support team, co-delivering workshops, liaising with colleagues, and arranging referrals where necessary to hub team psychologist.
* Facilitate direct referrals to secondary care services.
* Work from a strength-based approach, focusing on the person themselves and providing non-judgemental support, respecting diversity and their lifestyle choices.
* Provide help to navigate the health and wellbeing system in Croydon, through taking a person-centred approach and linking into community resources to reduce isolation and improve wellbeing.
* To monitor the effectiveness of interventions, offered through the routine use of outcome, monitoring tools reviewed directly with young people.
* To maintain high levels of safeguarding awareness, and to respond to risk and safeguarding issues, as they arise, whilst respecting the young person's autonomy wherever possible.
* To maintain accurate and up to date records, of all work, delivered on relevant data systems, and to contribute to the monitoring and evaluation of our services.
* To ensure young people's voices, are always central to service developments, and contributing to young people’s participation and engagement activities.
* Communicate and engage with community to promote the mobile hub service.
* Act as an advocate for the youth to parents and local services by representing their interests.
* Gain trust and respect, from young people by building rapport with them.
* Establish boundaries for the young people and correct inappropriate behaviour.
* Keep up to date about current best practice and legislation within mental health, as well as within the field of Information & Advice more generally.
* Maintain accurate and up to date service user records using online CRM and database systems.
* Work within all policies and procedures of the Partnership, ensuring that information remains confidential and to adhere to the General Data Protection Regulations 2018 (GDPR)

**Person Specification**

**Requirements and Qualifications**

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| **Knowledge and Experience** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| * A degree in Health and Social Care or Mental Health courses. * A second spoken language. * Certification/qualification **OR** equivalent experience in Health and Social Care or Mental Health Care. | E | D  D |
| **Experience** |  |  |
| * Experience working with young people in a Mental Health or Health and Social Care role or therapeutic settings. * A strong commitment to young people and an understanding of the factors affecting their lives. * The ability to always provide reliable support to young people and act with integrity. * Excellent interpersonal skills, with the ability to establish and maintain good relationships with young people. * Can demonstrate patience, tolerance, resilience and the ability to work flexibly. * Excellent literacy, IT, and verbal communication skills, for presentations and report writing. * Ability to work flexibly across the team and localities and some evenings and weekends as required. * The ability to treat young people’s   concern with respect, tact, and  sensitivity, while being aware of the  limits that are required by confidentiality  and the boundaries that govern the  youth/youth worker relationship. | E  E  E  E  E  E   E  E |  |
| **Personal Attributes and Approach** |  |  |
| * Values people and see their potential, worth and strengths. * Develops effective and trusting relationships, characterised by respect, being non-judgemental and not making assumptions about the person’s experience and beliefs. * Works inclusively respecting the diversity or each other person’s experience, and their particular background or cultural context. * Highly motivated and able to learn quickly, willing to see advice appropriately and accept supervisions and training as required. * Shares responsibility for their own personal development. | E  E  E  E  E |  |