

# Emotional Wellbeing Worker

## Job Description and Personal Specification

**Contract Type:** Full time, fixed term contract till April 2021

**Location:** Lift, Platform and Rose Bowl youth hubs

**Hours:** 40

**Practical requirements:** a flexible approach to working round the needs of children and young people with evening work required

**Reports to:** Senior Emotional Wellbeing Worker

**Salary:** £34-36k

## Job description

### What is the overall purpose of the role?

Promoting the emotional well-being of children and young people through support and guidance. This will include creating or supporting personal plans that combine direct delivery, on-line tools and using integrated support services. The outcomes are that young people;

- become motivated, positive and resilient
- develop self-help skills to get themselves to where they think they should be
- gain the confidence to experiment, make mistakes and thrive
- treat themselves and others with kindness and respect
- discover new ideas, activities and ways of doing things

### Key activities and responsibilities

- Welcoming and introducing children and young people who have been referred via a health professional into youth services.
  - Having conversations with children and young people, identifying the issues affecting them and giving information and guidance about services and opportunities to help with their emotional needs
  - Working with young people to develop or implement a personal plan combining for example counselling with local providers, on-line support and positive activities. Following up and ensuring the personal plan is progressed.
  - Identifying and referring when further targeted or clinical support might be needed.
  - Including and advising family members or carers how best to support their children in management of their personal plan.
  - Efficiently managing the work load and ensuring that all contact work and outcomes are documented, evaluated and that data is inputted into a case management system.
  - Working as part of the hubs youth work team to seamlessly integrate the new service.
  - Giving support to young people who are already using the youth hubs who could benefit from emotional and well-being services as an early intervention.
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- Developing and maintaining strong knowledge and relationships across the network of local children and young people’s social, emotional and mental health providers and those delivering sports, physical activities, arts and culture.
- Developing and facilitating group support work opportunities for young people with similar or complementary needs.
- Staying informed on legislation, local and national issues, and best practice in youth work.
- Ensuring child protection procedures are followed and that the safeguarding of young people is paramount in a complex multi-agency environment.
- Carry out all duties in accordance with Isledon Arts’ policies on Health and Safety, Child Protection and Data Protection, and within relevant legislation.
- Any other duties appropriate to the post.

## Person Specification

### 1 You are

- Positive and self-driven, able to work both independently and as part of a team
- Flexible in your approach (this is a pilot project and will be developed as we learn)
- Resilient, able to handle the responsibility that dealing with the emotional well-being of vulnerable young people can bring

### 2 Education, qualifications or experience

- Experience of youth work and delivering high quality youth services in an inner-city environment
- Experience of case work and working with young people with emotional and well-being support needs
- Experience of partnership working in service delivery
- Formal training in Trauma, Mental Health Awareness and a Youth Mental Health First Aid Certificate are desirable.

### 3 Knowledge, skills and abilities

- Excellent communication skills with the ability and confidence to establish positive relationships with children and young people (and their families) and motivate them to participate in support services and creative and healthy activities
- Excellent organisational and administration skills with proficiency in Microsoft Office
- Strong literacy skills with the ability to write reports and evaluations
- Strong attention to detail
- Caseload management skills to prioritise effectively and multi-task in a sometimes busy and stressful environment

- Politically and creatively aware and 'plugged in' to issues affecting young people today with an understanding of the role of social media in young people's emotional lives
- Positive about embracing challenge and change, open to experimenting, new ideas, reflective practice and working with other organisations in a spirit of partnership
- Ability to represent Isledon and give presentations at meetings and stakeholder events
- Ability to think strategically using field, desk and academic research to inform views
- Understanding and appreciation of the importance of monitoring and evaluation
- A believer in strongly supportive environments, sharing and being open with colleagues
- Ability to operate within professional boundaries when developing and maintaining relationships with young people and their families
- A working understanding of equality and diversity with the ability to challenge discriminatory behaviour

## More information about this role

An increasing number of children and young people with social, emotional and mental health issues are seeking professional help via their GP or school. In some cases the clinical assessment shows the young person would be better served in the first instance by the offer of counselling or psychotherapy in a community setting and/or on-line support services. They might also benefit from a supported programme of social, physical and creative activities incorporating personal development and informal education. Both support services and positive activities are already available at Islington's integrated youth hubs, adventure playgrounds and other community youth providers.

Islington CCG in partnership with Islington Council are funding a two-year pilot programme to increase the youth worker capacity at Lift, Platform and Rose Bowl to facilitate young people with emotional wellbeing needs to be supported in the hubs. There will also be an increase in the specialist counselling services based at the hubs and other community settings.

It is currently planned that there will be one new position based at each hub but we will have to respond to the needs of the service and this approach will have some flexibility. There are already two people in post. This position will make it a team of three. There will be a period of training, programme and groundwork development prior to direct referrals starting in September 2019.

This new pathway and the roles have been designed in consultation with young people. It is part of an overall redesign of the Children and Adolescents Social, Emotional and Mental Health Services (SEMH) provision in Islington.

There will be a central point of contact, the Front Door Team, who will triage referrals from GPs and schools. It will be this team that refers the children and young people to the Emotional Wellbeing Workers. As part of the pilot XenZone has been commissioned to supply Kooth. This is an online counselling and emotional well-being platform accessible through mobile, tablet and desktop and it will be free at the point of use.