



Mental Health Online Support Worker – ‘Youth In Mind’

WARRINGTON



An **OnSide** Youth Zone

THE ROLE

The Mental Health Online Support Worker for 'Youth In Mind' will support the Targeted Team in delivering an effective, structured wellbeing programme to children and young people from across Warrington.

You will be responsible for working on our Youth In Mind Online Mental Health programme, offering 1:1 and group wellbeing sessions to young people requiring a high level of support as part of a drop-in and referral service.

You will be required to triage young people's needs in order to signpost them to an appropriate service, either internally within the Youth Zone or to an external provider.

You will be responsible for the management of a cohort of young people and their volunteer mentors. You will match young people with appropriate mentors and manage the mentoring relationship they share.

This role involves working in an innovative and creative way in order to engage young people and proactively support their development both online and throughout mentoring process to achieve positive outcomes outlined by the ECM framework.

Young people will be referred to the Youth In Mind Online Mental Health programme from a number of external agencies. This post requires a multi-agency approach involving consistent, regular communication with all professionals involved with the young person in order to meet their needs and improve their outcomes effectively.

Meeting targets as outlined by funders, contracts and the Mental Health Lead is a significant element of this role to ensure the quality of support young people and their mentors receive to achieve outcomes.

This post involves a commitment to the completion of all relevant paperwork, reports and recording processes ensuring they are both accurate and timely.

ROLE PROFILE

POST:

Mental Health Online Support Worker

SALARY:

£26,416

LOCATION:

Warrington Youth Zone

REPORTING TO:

Mental Health Lead

CONTRACT:

Fixed term until May 2025;
40 hours per week

CONTRACT:

Pension contribution of 3% once the earnings threshold is reached. Part time roles will receive pro-rata allocated annual leave based on 33 days FTE Including Bank Holidays).

Hourly staff - annual leave will be calculated at 14% of hours worked on a rolling basis.

APPLICATION PROCESS

Please complete the application form and return to:
recruitment@wyz.org.uk

In accordance with our Child Protection and Safeguarding procedures, this position requires an Enhanced DBS check.

KEY RESPONSIBILITIES

- To manage and 'triage' the needs of the young people requiring 1-2-1 support for their emotional health.
- To provide a safe community and online space where young people can talk openly about their mental health free from stigma and judgement.
- To empower and encourage young people to access both internal and external support for their emotional health.
- To have awareness and knowledge of local and national organisations that can be sign posted as providing emotional and mental health support.
- To enable conversations through active listening, helping young people to access support and information and exploring effective ways of improving wellbeing.
- To identify, understand and help someone who is struggling with their mental/emotional health
- To use innovative methods to engage children and young people onto the project and build and maintain positive relationships
- To support young people and volunteer mentors through the mentoring relationship
- To manage and monitor the mentoring relationship a mentor and young person share. To maintain weekly contact with both parties ensuring regular updates including: the relationship, young person's progression, any issues or concerns, professional information.
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- To guide, support and advise mentors in order that they support their young person effectively and to the best of their ability
- To complete relevant processes creatively to support the mentoring relationship and promote positive outcomes including:
 - o Consent and enrolment of the young people
 - o Initial Assessments
 - o Supervision of mentors and mentees
 - o Young person led action plans which are solution-focused
 - o Evaluation
- Develop a multi-agency approach to identify and address the needs of young people
- Attend and participate in case conferences, planning and review meetings, child action meetings and complete relevant reports when required
- To ensure that sessions are recorded in an accurate and timely way on in-house systems.
- To adopt a proactive, flexible approach towards engaging young people online, through mentoring and in the Youth Zone.
- To champion our Values, challenging any negative and discriminatory behaviours and remain committed to equal opportunities.
- To ensure that work practice and delivery operates within Every Child Matters outcomes, Safeguarding policies, and Health and Safety policies.
- Work a flexible pattern including evening, weekends and weekend trips/residentials in line with the role and team requirements
- To attend and participate in regular team meetings and undertake training and/or additional qualifications as required
- To undertake any other work requested by your line manager that relates to the role.
- To travel to different locations as required

PERSON SPECIFICATION

Applicants will be expected to demonstrate the experience, skills, abilities and attributes listed.

SELECTION CRITERIA	REQUIREMENT
EXPERIENCE	
Experience of engaging and communicating with difficult and hard to reach young people	Essential
Experience of making assessments on the individual needs of young people and developing appropriate support packages	Essential
Awareness of engaging and working with diverse groups of young people including 'Looked after Children' (LAC), 'Young Carers', 'Not in Education, Employment or Training' (NEET).	Essential
Excellent planning and organisational skills that enable young people to achieve set outcomes	Essential
Experience of line managing and supporting volunteers	Desirable
Experience of completing reports in line with funding, contract and manager requirements and maintaining up to date recording of information	Desirable
Experience of working within a multi-agency framework to promote best outcomes for children and young people	Desirable
SKILLS, KNOWLEDGE AND ATTRIBUTES	
Understanding of Health and Safety, Child Protection and Safeguarding, Confidentiality and Equal Opportunities procedures	Essential
Ability to hold confidential information and work towards a high threshold of confidentiality	Essential
Computer Literate, with confident use of Microsoft packages	Essential
(Willingness to learn use of Salesforce CRM system)	Essential
Excellent organisational skills	Essential
A commitment to inclusive practices and equality of opportunity for all	Essential
Excellent communication skills	Essential
Awareness of managing Child Protection and Safeguarding cases (and ability to complete Safeguarding training as part of induction)	Essential
Experience of compiling Risk Assessments and Health and Safety management	Desirable
Excellent negotiation skills with a range of professionals	Essential
Ability to self-motivate and work to set deadlines to meet project targets	Essential
Ability to work on own initiative and make decisions under pressure.	Essential
QUALIFICATIONS AND TRAINING	
Degree or relevant experience working with young people	Essential
GCSE or equivalent in Maths and English	Essential
Evidence of interest in ongoing professional development (for example, Safeguarding, Health & Safety, Project Management)	Desirable
Willingness to undertake further training as required	Essential
SPECIAL REQUIREMENTS	
Ability to commute to range of locations throughout Warrington	Essential
Full UK driving licence	Essential
A willingness to work flexible hours	Essential
A willingness to cover events, holidays and staff absence	Essential
DBS clearance and committed to Safeguarding children	Essential