

CYP Support Worker

November 2023

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

CYP Support Worker

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification.

For more information about the role and our services, please see our website at

<https://www.hertsmindnetwork.org/cyp-support-worker-with-youth/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and access to a vehicle/alternative method to access Hertfordshire Mind Network premises. Please return applications to Carys Norman, Head of Children & Young People and Crisis at recruitment@hertsmindnetwork.org

Closing date for applications is Monday 27th November 2023.

We will be holding interviews on a rolling basis.

Yours sincerely



Carys Norman

Head of Children & Young People (CYP) and Crisis

Early Help Digital Intervention Service

Do you want to be part of a new, exciting service, supporting **children and young people** with mental health issues or emotional wellbeing needs?

Are you calm, non-judgemental and able to work effectively with people experiencing distress?

Can you demonstrate our values of **Hope, Courage, Together** and **Responsive** and want to be part of our mission to create opportunities for individuals to make choices, find their own solutions, build resilience and manage their whole life and wellbeing?

If the answer to all of these is yes, we want to hear from you.



“

In the short amount of time
we've been working together,
my worker has helped me
more than anyone ever has.
I have not been this happy in
ages, I finally feel like I'm
getting somewhere

”

Young person

The WithYOUth Service is a new and innovative partnership between BfB Labs and Hertfordshire Mind Network to provide a countywide digital service that is accessible to children and young people aged 5 – 18, at the earliest point of an emerging emotional wellbeing and/ or mental health need.

As a CYP Support Worker you will be responsible for delivering this exciting service as part of a wider team, and whilst experience is advantageous, the most important thing to us and the children and young people we support is having the right values, skills and commitment to being part of this dynamic, new provision.

We are looking for passionate, creative and committed individuals who wants to support children and young people to thrive.

If you would like to know more about the service before making your application, please get in touch with Carys Norman, Head of CYP and Crisis Services, for an informal chat.

carys.norman@hertsmindnetwork.org

Job Description

Ref number:	186
Job title:	CYP Support Worker – Early Help WithYOUth Service (Children and Young People)
Salary grade:	£22,750 - £24,000 per annum incl. Outer London Weighting pro rata
Contracted hours:	37.5hrs – to be worked flexibly across a 7-day week, between the hours of 9am – 10pm, excluding bank holidays. Example week: <i>Sunday: 2pm – 10pm</i> <i>Monday: 2pm – 10pm</i> <i>Tuesday: 2pm – 10pm</i> <i>Wednesday: 2pm – 10pm</i> <i>Thursday: 2pm – 10pm</i>
Working base:	Watford WBC (expectation of working in our Centres across Hertfordshire and from home)
Reports to:	CYP Coordinator – Early Help Digital Intervention Service (Children & Young People)
Contract Length:	Fixed Term - September 2024
Flexibility required:	Evenings and weekends required; flexibility required with notice provided
Checks made:	Enhanced DBS and 2 satisfactory references

Purpose of Post

Hertfordshire Mind Network (HMN) has been awarded Hertfordshire's CAMHS Early Help Digital Intervention Service (WithYOUth). The CYP Support Workers will be responsible for supporting 5-18 year olds with their emotional wellbeing and mental health, delivering this innovative partnership between BfB Labs and HMN. Together, we will provide a countywide early help digital intervention service that is accessible to children and young people aged 5-18, at the earliest point of an emerging emotional wellbeing and/or mental health need. The service will operate between 14:00 – 22:00 seven days a week.

Our trauma-informed model offers a range of support options for CYP, based around digital interventions and supported by one-to-one and group sessions, so children and young people can engage in the way that works best for them. The service will build resilience in CYP by working with them to develop coping strategies and solutions that will enable them to improve their own health and wellbeing. We will also provide advice and guidance to parents/families/carers and professionals to provide a holistic response to supporting CYP and creating a network around them to empower and enable positive change.

As a CYP Support Worker, you will provide online interventions to 5-18 year olds, families and parents, and professionals, to deliver this new and exciting, high quality service in

accordance with contractual requirements, and ensure that we are supporting the needs and aspirations of Hertfordshire children and families.

Service Objectives

The objectives of the CAMHS Early Help Digital Intervention Service are to:

- ☐ Promote resilience and strategies that encourage coping and self-management for CYP, enabling a reduction in referrals to more specialist provision.
- ☐ Increase the number of CYP who access evidence-based mental health interventions.
- ☐ Ensure more CYP in Hertfordshire have improved awareness and knowledge about emotional wellbeing and mental health.
- ☐ Develop an early intervention pathway for children and young people to enable individuals to get timely, responsive support aligned to their needs.
- ☐ Reduce waiting times for CAMHS by providing a timely and effective early help service.
- ☐ Help parents and carers to better support their CYP through access to relevant, clear and accessible information about mental health and emotional wellbeing.
- ☐ Provide a safe and secure online environment for CYP.
- ☐ Reduce the number of CYP experiencing a relapse in their mental health.
- ☐ Contribute to the de-stigmatisation of mental health and emotional wellbeing.

Accountability

You will be line managed by the CYP Coordinator – Early Help Digital Intervention Service (CYP) for Hertfordshire Mind Network but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities (Service & Staff)

- ☐ To carry Hertfordshire Mind Network's values through the CAMHS Early Help Digital Intervention Service.
- ☐ To deliver high quality provision to support CYP, using online digital platforms to provide one-to-one and group interventions according to risk assessments and regularly reviewed support plans.
- ☐ To receive referrals and undertake appropriate risk assessments and make direct contact within 48 hours of referral.
- ☐ To put any necessary safeguards in place for supporting CYP and families, working in line with Hertfordshire Mind Network's policies and procedures.
- ☐ To create and review support plans four weekly as part of your intervention.
- ☐ To work holistically to support wider family members and professionals, around the child or young person.
- ☐ To liaise with professionals and referrers.
- ☐ To support CYP face to face where necessary.

- ☐ To maintain and build positive relationships with BfB, carers, CYP, and wider stakeholders including those in health, education and social care, the wider CAMHS system and Just Talk partnership.
- ☐ To record and maintain data recording of client outcomes, with the use of monitoring tools.
- ☐ To act as a positive role model showing professional and caring attitudes and behaviour towards other team members, CYP, parents/carers and stakeholders.
- ☐ To work in a way that acknowledges personal, social, cultural and spiritual strengths and needs of individuals.
- ☐ To work flexibly and where needed across HMN Centres and Community sites.
- ☐ To be responsive when dealing with issues and escalating these as appropriate and necessary, in line with Hertfordshire Mind Network's policies and procedures.
- ☐ To represent the organisation at key operational forums including promotional events, acting as an effective ambassador for Hertfordshire Mind Network at all times.

Key Responsibilities (CYP & Parents/Carers)

- ☐ To embed and promote CYP involvement and a person centred approach within services.
- ☐ To review and co-develop the service, based on feedback from CYP, family and carers, local stakeholders and commissioners.
- ☐ To carry out risk assessments in a timely manner and review these regularly.

General

- ☐ To ensure compliance with legal, ethnical, regulatory and social requirements.
- ☐ To manage personal resources and own professional development.
- ☐ To carry out all duties in a manner which promotes equity, inclusion and diversity.
- ☐ To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- ☐ To ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons.
- ☐ To work outside of normal office hours (including evenings and weekends).
- ☐ At all times to carry out every aspect of your duties with due regard to Hertfordshire Mind Network's policies and procedures including the Equalities Statement.
- ☐ To ensure Hertfordshire Mind Network's values are embedded across all CYP services.
- ☐ Maintain full accountability through supervision, working professionally and with integrity.
- ☐ Undertake other duties as may be reasonably determined by the Head of CYP & Crisis.

Colleagues (Team)

- ☐ You will be part of a wider team consisting of other CYP Support Workers, a Group Facilitator, CYP Coordinators and a Service Manager, alongside wider HMN colleagues and volunteers.

Person Specification		Essential/ Desirable
Qualifications		
A relevant social work, youth work or mental health qualification		D
Evidence of continual professional development		E
Knowledge		
Understanding of developing and delivering mental health services within a health and social care setting		E
Significant proven knowledge and skills around services working with children, teens and young adults with mental health needs and parent/carers, and knowledge of models and services to meet needs		E
Knowledge and understanding of how digital interventions can support 5-18 year olds		E
Demonstrable understanding of relevant legislation and policies such as the Data Protection Act, Safeguarding and Protection of Vulnerable Adults, Safeguarding Children and the Mental Health Act		E
Understanding of the principles of trauma informed care		D
Understanding of the relationship between mental health and social issues and how these issues may impact on physical, mental and emotional wellbeing		E
Experience		
Experience of supporting CYP aged 5-18, parents/carers, with caseload management		E
Experience of delivering online digital interventions		D
Experience of creating and reviewing dynamic risk assessments and support plans, escalating needs as necessary		E
Proven experience of working to deadlines, and achieving outcomes against targets		E
Lived experience of mental ill health		D
Skills and Abilities		
Ability to deal with stressful and difficult situations in a calm manner		E
Strong ability to prioritise and manage workload, working autonomously		E
Ability to involve CYP and carers in all aspects of work		E
Confident and effective communicator who is able to deliver service presentations, adapting their style to the audience		D
High level report writing skills with the ability to present sensitive information to a range of audiences		D
Highly motivated and able to learn quickly, willing to seek advice appropriately and actively participate in supervision and training as required		E
Creative and flexible approach to working with individuals		E
Practical		
Excellent IT skills including Word, Outlook, Excel and Teams, with proven ability to input and extract information into online databases.		E
Ability to learn new digital systems quickly		E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide or alternative means of access to Hertfordshire Mind Network's Centres.		E

Personal Circumstances	
Ability to work unsocial hours to deliver this service	E
Show flexibility in working location due to the requirement to provide services around Hertfordshire	E

November 2023



Hertfordshire Mind Network
501 St Albans Road, Watford, WD24 7RZ
info@hertfordshiremind.org
T: 020 3727 3600
www.hertfordshiremind.org
Registered Charity Number 1112487