

**Job Description**

- Job Title:** Wellbeing Engagement Worker
- Location:** Countywide
- Responsible to:** Senior Engagement Worker (YMHW South)
- Responsible for:** n/a
- Job Purpose:** To build relationships of trust with vulnerable and marginalised youth people within the community. The aim is to work with young people with emerging mental health conditions, which is preventing them from accessing services. We can provide support and advice, build confidence and skills through coaching and mentoring. Empowering young people to experience transformation in their lives.

**Main Responsibilities**

Service Delivery

- To build informal relationships with young people and deliver one-to-one support.
- To work in close partnership with the referrer to achieve the desired results.
- The role may require unsociable hours as part of the support offered to the young person with regular reviews to ensure this is not ongoing unless identified as required to sustain the needs.
- To deliver support in the young person's home and out in the community in areas of understanding mental health disorders, tools to reduce the impact and therapeutic support to build on positive thought processes. Building a positive professional relationship to develop sustained change.
- To ensure accurate written records are completed following each meeting with the young person and to take part in reviews as required.
- To ensure that young people and their families are treated with respect and dignity and are empowered to make informed decisions about their own lives.
- To ensure that all risk reduction measures are taken when working within the family home and to alert the on-call manager if any risk factor changes which could be detrimental to the family or team.
- This role will have the option of a base in the South and Broadland Early Help hubs to assist with referrals into the service.
- We anticipate each young person will be offered 10 weeks of up to 2hrs a week working with a of staff and over the course of 12 months up to 100 young people will be worked with by the team.

- To attend professional meetings as required for the young people which are being supported

### Safeguarding

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.


### Internal Communications

- To ensure effective liaison with all departments regarding relevant issues and information
- To provide financial and statistical reports as required including to Board and Committees.
- To input into cross-locality and cross-organisational working groups to support wider organisational objectives

### Development

- To develop and maintain strong relationships with the teams based in the Early Help Hubs and work within a Multi-Agency approach if this is required.
- To contribute in monthly team meetings to further the current community work in line with the Organisations vision and strategy.
- Attend and participate in regular one to one line management and an annual appraisal.

### Performance Management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that parents and their families receive a high quality person-centred service that is in line with YMCAN's values.
  - To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes.
  - To be alert to and manage risk effectively in all locations.
  - To adhere to all lone working policies and risk assessments provided for you by YMCAN.
  - To actively take part in required mandatory training as part of the yearly cyclical training calendar.
  - To operate within clear professional boundaries and work within YMCA Norfolk's Staff Code of Conduct.
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- To operate within the Behaviours Framework embedded across the organisation.
- To implement and adhere to YMCA Norfolk's Policy and Procedures at all times.

### Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.
- To engage in wider involvement opportunities and activities of YMCAN.

### Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Association is compliant with legal and regulatory requirements.

### Christian Ethos

- To work in line with the ethos of the organisation across the service area.
- To ensure all policies, procedures and working practices within the service area support the Christian identity and values of the organisation.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities and the changing working environment.



### **Terms and Conditions**

<b>Pay:</b>	Grade D £10.78 per hour
<b>Hours:</b>	22.5 hours per week
<b>Contract:</b>	Fixed Term Contract for 12 Months
<b>Shift Pattern:</b>	Hours of work will be flexible across the week to meet the needs of the service. There will be a requirement to work some evenings and weekends.
<b>Annual Leave:</b>	33 days (pro rata) per annum inclusive of Bank and Public Holidays.
<b>Pension:</b>	Access to contributory stakeholder pension scheme after 3 months.
<b>Notice Period:</b>	1 month
<b>Conditions of Appointment:</b>	Satisfactory references and satisfactory enhanced DBS check. This post is subject to a 3-month probationary period.
<b>In Service Training:</b>	Time allowed for in-service training, subject to budgetary provision.





<b>Scale</b> Staff	None.
Sites	It is expected that YMCAN's office for the communities Team in Norwich will be your base when not working in the community with young people or attending reviews/meetings etc. You will have the option of a base in the early help hubs in the South Norfolk and Broadland council offices.
<b>Discretion to Act</b>	Any expenditure within the role is to be approved by the Wellbeing matters project lead.
<b>Environment</b> 1. YMCA Norfolk operates on a 24 hour, 365 days per year basis.  2. Unsocial hours  3. Risk	In extreme circumstances, the post holder may need to be contacted in the event of an emergency related to their Service Area.  Due to the nature of the post there may be unsociable hours of early mornings, evenings and weekends.  There may be identified risk which will be documented and discussed with you before working with the family or young person. The risk will be mitigated as far as possible and a Lone Working Risk Assessment will be given identifying all areas of risk which you will be expected to adhere to when working in the community.



**Person Specification**

<b>Job Title</b>	<b>Wellbeing Engagement Worker</b>	
<b>Category</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<p><b>K1</b> - Proven record of provision of sound advice across a range of mental health related issues</p> <p><b>K3</b> – MHFA trained in either adult or youth</p>	<p><b>K2</b> - Demonstrable understanding and up to date knowledge of mental health work policy and practice</p> <p><b>K4</b> – Have proven knowledge of coaching and mentoring skills</p> <p><b>K5</b> – Have a knowledge of counselling skills</p>
<b>Skills</b>	<p><b>S1</b> - Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts</p> <p><b>S2</b> - Good written and verbal communication skills</p> <p><b>S3</b> - Time management skills</p> <p><b>S4</b>- skills of working with vulnerable and marginalised individuals which are hard to reach and engage with.</p>	
<b>Aptitude</b>	<p><b>A1</b> - Competent user of MS Outlook, Word, PowerPoint and Excel</p> <p><b>A2</b> - Able to develop strong positive working relationships with colleagues</p> <p><b>A3</b> - Able to demonstrate a clear commitment to excellence in delivery of the work</p>	
<b>Experience</b>	<p><b>E1</b> - Experience in youth or family work</p> <p><b>E2</b> - Experience of one-to-one work and caseload management</p>	<p><b>E3</b> - Experience of the voluntary or not for profit sector</p>
<b>Education</b>	<p><b>Q1</b> - "O" level / GCSE or Equivalent in Maths and English</p>	<p><b>Q2</b> - Professional qualification in parenting/family work/social work/therapeutic training</p>



		<b>Q3</b> - Evidence of recent relevant training
<b>Christian Ethos</b>	<b>V1</b> - In sympathy with the Christian Identity of the YMCA	
<b>Personal Qualities</b>	<b>P1</b> - Able to present self and work effectively <b>P2</b> - High levels of honesty, integrity and discretion	
<b>Circumstances</b>	<b>C1</b> - Able and willing to work unsocial hours <b>C2</b> - Hold a full driving licence and have own transport	
<b>Health</b>	<b>H1</b> - Able to meet the requirements of the post with or without reasonable adjustment	
<b>Equality and Diversity</b>	<b>O1</b> - An understanding of equality and diversity	

