

INFORMATION PACK

**Mental Health Support
Worker Role within the
Tees Valley Getting
Help Service**





WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



I can express everything I'm feeling. I never thought anything would help or I could change, but this was so different.

Chloe, 18, Middlesbrough

Mental Health Support Worker Role within the Tees Valley Getting Help Service

Job Purpose

We are excited to recruit a Mental Health Support Worker (MHSW) to play a vital role within the Tees Valley Getting Help Service. This partnership service supports children and young people aged 5–18 (up to 25 for those with SEND/EHCP) who are experiencing emerging mental health concerns.

You will help deliver evidence-based interventions in schools and community settings, supporting young people to manage mild to moderate mental health challenges. The role is underpinned by the i-THRIVE framework, ensuring support is responsive and tailored to individual needs.

The service is delivered by Tees Esk and Wear Valleys NHS Foundation Trust (TEWV) alongside key partners: Alliance Psychological Services, The Link CIC, Teesside Mind, Changing Futures North East, and The Junction Foundation. By working together as one integrated service, we make it easier for children, young people, families, and professionals to access advice, early support, and appropriate help when needed.

Building on existing provision, the service focuses on early intervention, offering evidence-based advice, practical support, and signposting to help address difficulties at the earliest opportunity.

The post holder will primarily deliver interventions across Redcar and Middlesbrough, with flexibility required to meet service needs across the wider South Tees area.

Employment Arrangements:

This role is employed by Teesside Mind providing employment support whilst the day to day operational responsibility and support is provided by Link CIC.

Principal Duties & Responsibilities:

Clinical Practice and Support;

- Support the delivery of low-intensity, evidence-based interventions for children, young people, and families in one-to-one and group settings.
- Provide emotional wellbeing support, practical strategies, and psychoeducation to children, young people, and their families.
- Undertake triage, screening, and routine outcome measures, escalating concerns appropriately in line with risk and safeguarding procedures.
- Manage an allocated caseload, maintaining regular contact and ensuring interventions are delivered in line with agreed care plans.
- Offer advice, guidance, and signposting to ensure children, young people, and families can access the right support at the right time.
- Support the implementation of CBT-informed approaches and other early intervention strategies within day-to-day practice.
- Work within the i-THRIVE model, particularly the Getting Advice and Getting Help pathways.
- To work within appropriate time frameworks.
- To educate and involve family members and others in the work as necessary.
- To maintain clients' confidentiality in line with agreed guidelines.

Partnership and Educational Liaison

- To work as an active member of the Tees Valley Getting Help Service Team, contributing to the delivery of a high-quality, evidence-based service for children and young people experiencing mild to moderate mental health difficulties.
- To create and maintain effective working relationships within the Tees Valley Getting Help Service team, and with colleagues across partner organisations.
- Work collaboratively and liaise effectively with wider workforce including schools, colleges, and community partners to support a whole-school approach to emotional wellbeing and mental health and coordinated care for children, young people, and families.
- To support the development, delivery, and promotion of the Tees Valley Getting Help Service, contributing to service improvement, innovation, and the achievement of service outcomes.
- Demonstrate knowledge of local referral pathways and eligibility criteria across the Tees Valley mental health system.
- Support engagement activity to improve awareness and access to early help services.

Professional Standards and Ethical Service

- To maintain appropriate and accurate records, including assessments, clinical activity, routine outcome measures, and feedback from children, young people, and their families.
- To undertake relevant Continuing Professional Development (CPD) activities, both as required for continued professional accreditation or registration and as identified through the service's Professional Development and Appraisal System.
- To participate in an annual appraisal and respond to agreed actions and objectives.
- To adhere to all The LINK CIC and Teesside Mind policies, procedures, and guidelines.
- To operate within agreed NHS, Tees Valley Getting Help Service, and professional guidelines and Codes of Practice.

- To undertake an appropriate level of clinical supervision from a qualified Clinical Supervisor in line with the Tees Valley Getting Help (TVGH) Supervision Programme.
- To ensure a safe and secure working environment for self and others, acting in accordance with Health and Safety policies and procedures.
- To demonstrate a commitment to promoting equality, diversity, and inclusion, valuing diversity and equality of opportunity for employees, workers, service users, and the wider community. This includes challenging discriminatory language and practice and positively encouraging staff, volunteers, partners, and young people to adopt non-discriminatory practice.

Safeguarding

- Maintain a clear understanding of safeguarding legislation, local procedures, and responsibilities for protecting children and young people.
- To take responsibility for safeguarding children and young people by always promoting the welfare of service users and operating in line with local safeguarding policies and procedures.
- With appropriate guidance and support, to take safeguarding action where necessary to protect children and young people who may be at risk of significant harm.
- Under guidance and supervision, to identify families who may benefit from additional support and assist them in accessing Early Help services.
- To share appropriate information with partner agencies regarding children and young people's wellbeing and progress, in line with confidentiality, information governance, and information-sharing protocols.

Undertake other duties and responsibilities as required from time to time commensurate with the post.

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Holds a Level 4 qualification in Psychology or other Health/social care/youth related subject	●	
Trained in CYP IAPT Enhanced Evidence Based Practice (EEBP)		●
Holds a recognised membership of a relevant professional body (i.e. HCPC/BACP/BABCP/BAAT/UKCP/BPS)		●
Is accredited with a relevant professional body (i.e. HCPC/BACP/BABCP/BAAT/UKCP/BPS)		●
Experience of working with children and young people	●	
Experience of providing advice, guidance and signposting	●	
Experience of providing emotional and wellbeing support to CYP&F	●	
Experience of working within educational establishments	●	
Demonstrates an understanding of the service, including referral pathways and criteria for access		●

Knowledge	Essential	Desirable
Demonstrates an understanding of assessment and risk	●	
Demonstrates an understanding of children's mental health	●	
A clear understanding of LSCB policies and procedures and commitment to the safeguarding of children and young people	●	
Demonstrates an understanding and ability to work with CBT approaches and willing to support the implementation of the service model and integrate within practice.		●

Skills and Competencies	Essential	Desirable
Demonstrates commitment to deliver high quality services.	●	
Able to develop good therapeutic relationships with clients.	●	
Ability to work with an agreed caseload and manage agreed targets and performance measures	●	
Effective communication skills, both verbal and written and the ability to understand and respond to requirements of different audiences	●	
Demonstrates competency in using The Google suite and Microsoft Office		●

Other Personal Qualities	Essential	Desirable
High levels of enthusiasm and motivation	●	
Ability to work within a dynamic team and foster good working relationships	●	
Ability to work confidently and competently under pressure	●	
Self-aware and committed to continual professional and personal development. Able to accept and respond positively to feedback from supervision	●	
Committed to promoting a positive image of people with mental health conditions and learning disabilities	●	
The ability and skills to act as an advocate for a new service, to engage and foster good professional relationships with all professionals and with the wider key stakeholders especially in education and health care system.	●	
Demonstrates an ability to effectively build and manage relationships with referrers both within schools and the community	●	
Strong working relationships with school leadership teams to support and maintain contracts		●

Other Personal Qualities	Essential	Desirable
Ability to travel independently in accordance with service needs	●	
This post is subject to a satisfactory Disclosure and Barring Service check	●	
Act in ways that support equality and promotes diversity.	●	

Main Terms and Conditions

Job Title:

Mental Health Support Worker Role within the Tees Valley Getting Help Service

Contract:

Permanent (Subject to funding)

Responsible to:

South Tees Getting Help Team Manager

Hours:

37.5 hours per week

Salary:

£27,485- BAND 4 AfC

Location:

Evergreen at West Lane Hospital – TVGH Service

Disclosure:

The post holder is required to provide suitable references, undertake an enhanced DBS check with subsequent rechecks and completion of a 26-week probationary period.

We do not accept referrals through agencies.

Teesside Mind welcomes applications from people of all backgrounds and is committed to promoting equality, diversity and inclusion in the workplace. As Teesside Mind does not hold a sponsor licence, applicants must have the right to live and work in the UK and be able to do so without employer sponsorship.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Sam Devon.

Please complete the application form on our website.
Interviews will be held w/c 13th July 2026.

**Closing date for applications:
Friday 3rd July 2026**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3x half a day for wellbeing leave*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

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