



**Mental Health Youth Worker  
for our Be Heard service**

# Mental Health Youth Worker

## Job description

<b>Responsible to</b>	Be Heard Team Manager
<b>Type of contract</b>	Fixed term for 12 months, with potential to extend
<b>Hours</b>	The role is for 10 hours a week, delivering sessions on Tuesday and Thursday evenings and 2 hours for other duties which will be during the day (this is flexible).
<b>Location</b>	Working across Teesside primarily in drop-in locations in the boroughs of Redcar & Cleveland and Stockton
<b>Salary</b>	£25,192.81 per annum pro rata for part time
<b>Holidays</b>	Starting at 26 days per annum plus public holidays (pro rata for part-time)
<b>Disclosure</b>	This position is subject to a 26-week probationary period, satisfactory references, Mind's policies on Safeguarding of Children, Young People and Vulnerable Adults and enhanced DBS checks and subsequent re-checks.

## About this role

Teesside Mind is committed to providing services that meet the needs of our community. A key objective for our organisation is to provide additional support to young people in Teesside who are experiencing mental health difficulties. Following six months of research and co-design with local young people, we are piloting a drop-in service that will be open to young people aged 11 – 16 years old.

The successful candidates will work in a dedicated team to deliver a drop-in service for young people with a focus on listening to young people, understanding their immediate needs, and providing activities and support that maintain and improve their mental health.

## What you'll do

As a Mental Health Youth worker, you will work closely with the team manager and volunteers in overseeing the young people accessing the drop-in service – providing psychoeducation, self-help and practical support as needed.

You'll do this by:

- Creating a welcoming, safe and accessible environment for young people who attend the drop-in.
- Providing opportunities for young people to engage in positive activities that promote mental health and wellbeing.
- Directing young people to sources of advice and support as identified.
- Identifying concerns about young people attending in the drop-in and following these up in line with service policies and procedures.
- Providing a confidential space for young people to receive support when needed.
- Developing and facilitating workshops and emotional wellbeing activities.

## Key Responsibilities

1. Work face-to-face within the drop-in service and develop positive relationships with young people based on respect and trust, ensuring they have a safe place to attend.
2. Provide a listening and understanding ear and engage in meaningful activities with young people to benefit their mental health and wellbeing.
3. Engage with line management and peer support to identify and share best ways of working.
4. Establish boundaries and address any inappropriate behaviour within the drop-in.
5. Recognise signs of distress in young people, dealing with this promptly, appropriately and consistently, signposting and referring on where necessary.
6. Support young people to develop independence, resilience, and positive activities, and signposting them for further support when appropriate.
7. Understand and meet the needs of young people regarding mental health information and support within the drop-in setting.
8. Bring creative thinking, energy, and commitment to the service, to motivate and engage young people.
9. Take responsibility for own health and safety and all health and safety issues related to the role and contribute to Health and Safety systems.
10. Undertake administrative duties as needed.
11. Work within the policies and procedures of Teesside Mind at all times.
12. Undertake other tasks commensurate with the position as required including acting as a key holder to open and lock Be Heard community based venues.

## Person specification

Requirements – are all essential unless otherwise stated

### Experience

- Educated to NVQ Level 3 or above, or equivalent in youth & community work
- Youth worker experience
- Safeguarding young people

### Skills & Competencies

- Communication, including complex or sensitive information.
- Working with a diverse range of people including young people
- Ability to build trust, listen without judgement and empathise with young people
- Caring, compassionate, resilient, and person-centred approach
- Ability to recognise signs of distress in young people and deal with those promptly and sensitively
- Ability to remain calm and composed when faced with challenging situations and behaviours
- Conflict resolution skills with ability to de-escalate situations that might arise
- Commitment to safeguarding and promoting the welfare of young people
- Curiosity, creative thinking, problem solving and generating ideas
- Ability to motivate young people to achieve their goals
- Ability to organise work, manage own workload and prioritise effectively.
- Ability to work with minimum supervision, use own initiative and make appropriate decisions.
- Up-to-date IT skills
- Facilitation of drop-in sessions (desirable)

### Knowledge

- Needs of young people regarding mental health difficulties and support
- Current trends, resources and information related to young people
- Barriers and inequalities faced by young people with mental health problems
- Organisations and groups supporting young people in Teesside

### Other requirements

- Able to work flexibly, including drop-in service delivery hours
- Commitment to Teesside Mind's values and objectives
- Car driver and use of own transport for work purposes
- First aid trained