

Job Title: Young Persons Support Worker

Job Purpose

The Young Persons Support Worker is pivotal to ensuring that the YMCA that it supports vulnerable people to help them to move towards independent living.

To provide day to day support to young adults with complex and coexisting needs that occur due to poor mental health, learning differences, substance misuse and childhood trauma ensuring they are appropriately assessed and supported. The role will involve working collaboratively with a range of specialist services including Child and Adult Mental Health Services to ensure these needs are met.

They will help them to manage their accommodation, engage in training, use their time in a constructive manner and to re-established supportive networks and relationships. They then become involved in positive activities and a living in a place of their choice, enable them to maximise their future potential

Responsible to: Operations Manager

Location: Worcester or Redditch

Organisational Context

YMCA is a Christian charity committed to supporting all young people, particularly in times of need. Our vision is of an inclusive Christian Movement, transforming communities so that all young people truly belong, contribute and thrive. We are a registered social landlord providing housing and supported services to young people, and we deliver an expanding range of community and other services at a variety of locations across Worcestershire.

Duties and Responsibilities:

- To provide day to day support to young adults with complex and coexisting needs that occur due to poor mental health, learning differences, substance misuse and childhood trauma ensuring they are appropriately assessed and supported. The role will involve working collaboratively with a range of specialist services including Child and Adult Mental Health Services to ensure these needs are met.
- To develop an in-depth understanding of childhood trauma and its impact on mental wellbeing and be able to deliver appropriate information, intervention, advice, guidance and support to individuals and/or groups.
- To develop and maintain operational links with key partners and stakeholders keeping them fully informed of pathways and the needs of young adults with complex difficulties.
- To contribute to the preparation of reports to the required organisational standard and to participate in reviews for individuals.
- To attend appraisal and supervision and support your continuing professional development.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

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- To uphold and maintain the Christian aims and purposes of the YMCA.
 - Ensuring young adults' individual views, aspirations and needs are a core element to their support plan.
 - A clear understanding of all pathways in order to ensure there is synergy within team working and service delivery.
 - Assessing each young adult and supporting them to recognise their support needs and goals in the areas of accommodation, health & well-being, employment, education and training.
 - To help identify underlying causes to challenging behaviour and other health needs and provide information, advice, guidance and support as appropriate to engage with specialist services.
 - Utilising a variety of situations, processes and 'media' to take advantage of all interactions with young adults in actively promoting their development.
 - To provide advocacy and mediation on behalf of the young adult where required whilst enabling them to develop assertiveness and improved communication skills.
 - To take a proactive approach towards case management, this will require working outside of normal office hours, including weekends.
 - Working holistically with other partners to effectively plan the young adult's progression via evidencing key milestones identified within the support plan and recording / reviewing progress at regular intervals.
 - Coaching the young adult and providing opportunities for establishing positive relationships with other individual workers within the YMCA in order to increase their experiences of safe and consistent adults.
 - Develop partnership working with other agencies to ensure young adults receive full access to a range of services designed to meet their education, employment & training, health & well-being and accommodation needs.
 - To work closely with all partner agencies to ensure a coordinated multi agency response to all substance use issues, in particular, specialist substance misuse services and CAMHS / AMHS.
 - To keep accurate records and case notes of all young adults within the case work portfolio.
 - To measure young adults' progress through the use of their support plan.
 - To contribute to training on complex needs both internally and externally.
 - To assist in the monitoring and evaluation of the service.
 - To carry out any other duties that may from time to time become necessary and fall within the scope of the job. In order to do this job the person needs to be flexible and adaptable.
 - Actively participate in supervision, training and commitment to continued professional development.
 - To be tolerant and understanding of unusual and/or unsociable behaviour and have the ability to enforce clear boundaries when required.

Person Specification

Customers & Communication


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- Excellent interpersonal skills with evidence of establishing and maintaining good working relationships with young adults and multi-agency teams.
 - Excellent counselling skills with an empathetic attitude towards young adults.
 - Ability to maintain professional boundaries.
 - Ability to receive, understand and convey information and views effectively using skills in oral and written communication and presentation.
 - Consistently analyses information provided and makes decisions based on young adults needs.
 - Considers in advance the differing needs of others and adapts communication accordingly
 - Explains and justifies point of view and objectively discusses options
 - Analyses delivery of services and provides solutions to problems and ways to improve working processes.

Equality & Diversity

- Actively demonstrates a commitment to promoting equality and diversity across the organisation.
- Builds trust and communicates respect for others.
- An in-depth understanding of and commitment to equal opportunities/valuing diversity and the ability to implement such a policy in all aspects of the work.

Team Working

- Actively includes individuals from a diverse background and cultures in team activities.
 - Spends time thinking through issues with others utilising their skills and making them feel valued.
 - Speaks positively of others and gives praise and credit when due and contributes to feedback where necessary.
 - Understands what others need to know and keeps them informed.
 - Encourages and supports other colleagues.
 - Builds good relationships with others.
 - Able to work as a key player within the team and positively contribute to team knowledge and development.
 - Can work with others to ensure tasks are complete.
 - Ability to assess risk and take appropriate action
 - Working with Legal Frameworks and have a clear understanding of:
 - The Children Act 1989 & 2004 Guidance and Regulations Volume 3:
 - Planning Transition to Adulthood for Care Leavers
 - Safeguarding
 - Data Protection
 - Equalities Act 2010
 - Criminal Justice and Immigration Act 2008
 - General Data Protection Regulation (GDPR)
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- To have received relevant training in the following areas:

Health & Safety

Personal Safety


Qualifications

- Developed understanding, or commitment to training, in therapeutic practice with young adults who have complex needs.
- Good standard of education including English and Maths at GCSE or level 2

Experience

- Assessing, supporting and addressing issues of substance misuse and poor mental health.
- Direct experience of working with disengaged young adults with complex needs and challenging behaviour.
- Proven experience of crisis management.
- Ability to engage with challenging and 'hard to reach' young adults working persistently and intensively.

Additional Information: Principal Terms and Conditions of Appointment

- This is a part time position working 32 hours per week.
 - The salary will be (£17,472 per annum pro rata)
 - Paid annual holiday entitlement equivalent to 5.6 days (pro-rata), rising progressively to 6.6 after five years.
 - Worcestershire YMCA is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Employment will be conditional upon receipt of satisfactory DBS Disclosure and references, and be subject to satisfactory completion of a probation period of six months and being able to retain a satisfactory DBS check
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