

**JOB DESCRIPTION**

**JOB TITLE: Youth** **Mental Health Outreach Coordinator**

**WORKING HOURS**: 21 hours per week –9.30-5pm 2 days a week plus 1 regular evening session between the hours of 2pm-9pm.

**SALARY:** £19,623.60 PA for 21 hours per week (FTE 32,706)

**DBS LEVEL:** Enhanced DBS with Adult & Child Barring

**REPORTS TO:** Activities Team Leader

**LOCATION:** London Borough of Islington. Primarily based at Iseldon road and Despard road day centers, but often working various community buildings in Islington. Travel will be required within the borough.

**JOB PURPOSE:**

To work with young people to provide early intervention mental health support in group work and 121 settings. To develop key partnerships with local agencies to create a support network for young adults aged 18yrs –25yrs.

**The main aims of the role**:

* Improve mental health support offered to young adults in Islington, creating a safe space, providing group work and 121 activities.
* Create best practice models of working that can be replicated and shared with other agencies.
* Recruit and train peer volunteers to offer peer support and act as ‘young leaders’ for the project
* Work with statutory organisations to create smooth referral pathways increase young adults accessing the service and reduce waiting lists for statutory provision
* Create an outreach program to ensure early intervention is offered to young people in need of support in particular working with our target groups:

1. BAME community

2. Students and those part of a transient community

3. LGBTQI+ community (using our specialist team)

* Create network events to bring together professionals in the borough to enhance the offer to young people in the borough.

**Direct Delivery**

* Co -produce a program of support and activities with Young Adults for Young Adults that enables them to develop coping strategies to manage their mental health in the community and reduce the need for crisis interventions.
* Create a safe space ‘drop -in’ environment from our centers and encourage engagement
* Lead and develop a team of young leaders / peer supporters.
* Create tools to support and measure recovery
* Coordinate a team of sessional workers to deliver specialist 121 support around goals identified by the service users including access to education and employment, developing confidence and independence, learning skills around managing money and living independently
* Lead on safeguarding for the project and escalate concerns in line with our safeguarding policy.
* Record contacts and monitoring in line with funding agreements.
* Act as a champion for young adults and create a platform for them to get their voices heard.

**Outreach and networking**

* Create and deliver and outreach program to ensure we can offer support to all young adults with a special focus on our target groups.
* Create professional networks so that Islingtons mental health provision is better connected
* Improve referral pathways and work closely with statutory agencies to reduce waiting lists, improve communication and provide continuity of care.
* Work with CAHMS to improve the transition from Child to adult services.
* Work creatively to overcome barriers and create lasting change to mental health provision for young adults.

**Project Management**

* Work with the Activities Team Leader to ensure project goals are met and recorded.
* Plan ahead to meet outcomes and milestones as specified in the project plan.
* Monitoring and evaluating in line with project specifications.
* Ensure learning is evidenced and create a model of good practice that will be the legacy.

for the project.

**Leadership**

* Provide leadership, support and guidance to volunteers and sessional workers
* Provide weekly debrief sessions and 121 supervision sessions in line with our policy.

**Monitoring and Quality Assurance**

* To be proficient in using Microsoft office packages and other identified IT systems.
* To record relevant service user documentation contemporaneously on identified IT systems as required.
* Facility for learning new software packages which may be in continued development.
* Support completion of patient referrals, record electronically and feedback to team members.
* Be responsible for updating our CRM database on a regular basis
* Report regular updates and reports to your supervisor and other managers as required
* To maintain current quality standards in accordance with Islington Mind policies and procedures, and to help develop new procedures necessary for the quality performance of the service

**Risk Management:**

* All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the organisation’s use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses to improve services. Post holders must also attend training identified by their manager or stated by the organisation to be mandatory.
* Manage risk within your sphere of responsibility, including taking reasonable care of your own safety and the safety of others who may be affected by acts or omissions. To be aware of the responsibilities placed upon you by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected patients and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

**General**

* To work collaboratively within a team environment and act as a positive role model showing professional and caring attitudes and behaviour towards other team members, partner organisations, service users and carers
* To work in accordance with Islington Mind policies and procedures including the Safeguarding Policy, GDPR Policy, Confidentiality Policy, Health And Safety Policy and Advocacy Code Of Practice.
* To accept line management supervision, attend supervision sessions, meetings and Islington Mind staff meetings as required and to undertake any necessary training as directed by your manager.
* To perform such other relevant and appropriate duties and undertake any other tasks within the general framework of the position.

**Wider** **Organisational responsibilities**

* Work collaboratively with other services provided by the organisation and its partners.
* Meet legislative and all relevant regulatory requirements including Health & Safety.
* Ensure the values of Islington Mind are upheld
* Carry out duties in accordance with principles, policies and procedures.
* Provide cover for absent colleagues.
* Carry out administrative duties in connection with the post.

**Notes:**

This role description is not intended to be exhaustive in every respect but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, the role description does not describe any individual role holder.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

**Islington Mind PERSON SPECIFICATION/SUCCESS PROFILES HR: Recruitment**

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| --- | --- | --- | --- | --- |
| **Person Specification** | | | | |
| **Factors** | **Description** | **Essential** | **Desirable** | **Assessment** |
| Experience/  Qualifications | Youth work/ Youth mental health qualification or equivalent | **x** |  | App |
| Partnership working and developing referral pathways | **x** |  | App |
| Experience of working in a person-centered approach | **x** |  | App/Int/Pres |
| Experience of working in a trauma informed approach |  | **x** |  |
| Experience of delivering a project to agreed timescales | **x** |  |  |
| Experience of leading teams and coordinating projects. | **x** |  |  |
| Experience of recruiting and training volunteers | **x** |  |  |
| Working with young adults experiencing mental health difficulties | **x** |  | App/lnt |
| Skills | Highly effective communication skills and the ability to inspire and motivate young adults to achieve goals | **x** |  | App/Int |
| Using IT based case management systems to  record and monitor project outcomes. | **x** |  | App/Int |
| Effective and confident written and verbal communication to wide range of patient and practitioner audiences | **x** |  | App/Int |
| Identifying needs of service users sensitively within service and professional boundaries | **x** |  | App/Int/Pres |
| Able to build supportive and trusted working relationships with service users and co-produce activities and care plans that meet the needs of the client group | **x** |  | App/Int |
| Able to prioritise and manage own workload and meet deadlines | **x** |  | App/Int |
| Knowledge | Relevant voluntary and community sector services and the ability to quickly learn about the local area. | **x** |  | App/Int/Pres |
| Knowledge of statutory mental health provision for children and young adults. | **x** |  |  |
| In-depth safeguarding knowledge and ability to follow our internal policy and procedure | **x** |  |  |
| Knowledge of the benefits system and how this applies to young adults experiencing mental health  difficulties. |  | **x** |  |
| Aptitude | Commitment to delivering a high quality and safe service | **x** |  | App/Int |
| Able to communicate with service users and professionals at all levels | **x** |  | App/Int/Pres |
| Able to assess risk when lone working |  | **x** | App/Int/Pres |
|  | Able to work in a team and be a supportive colleague | **x** |  |  |