



Sheffield
Futures

Applicant pack: Mental Health and Wellbeing Support Worker



Let's **do better**
for Sheffield's
young people

About us

Sheffield Futures exists to support young people to feel well, have a voice and get into the training, education or work that's right for them.

As you would expect, young people are central to all we do. Whether we are working with other organisations like schools or GP surgeries, planning events at our premises in Star House, seeking funding and even recruiting staff we aim to have a positive impact for young people. That means involving young people wherever possible and ensuring that we listen and give a voice to young people in Sheffield.

All of our services and projects seek to work with young people and adults to have a demonstrable impact against one or more of our goals:

- What we do is clear to those who work for us, with us, use us and fund us
- Our support is developed to include more people who need our help
- We use what we have – our influence, our buildings and our money - responsibly and well
- We are the kind of employer people want to work for

Guiding us are four main values that drive our planning, our work and our growth:



Empowering – We deliver services to bring about measurable impact on the lives of those who need us, advocating for those that have no voice of their own and building their confidence to make positive life choices



Inclusive – We respect the rights, differences and dignity of others, offering a safe, responsive environment for those who work with us and for us



Collaborative – We work in partnership with organisations and individuals to influence local policies; campaign for those we work with; and make sure that the voice of the people that use our service is at the heart of everything we do.



Expert – Using local data and evidence, we understand what we need to do, how to do it and when to improve. We have high standards and expectations of ourselves to do a great job.

You can find out more about our work and the impact we have already had on our website [Homepage - Sheffield Futures](#)

About the role

The Mental Health Hub offers a city centre space at Star House along with spokes in the North East Local Area Committee in Sheffield, for those aged 11 to 25 who may not meet the threshold to receive NHS support. Young people going through trauma or worry, anxiety or stress, will be able to access early mental health support and advice in four of the most deprived wards in city. Support will be provided in several schools and community venues, as well Star House, to ease the huge pressure services are under and provide much needed early mental health support for young people. The hope is that a sustainably funded national rollout will soon follow, so every young person can benefit from mental health support in their local community.

As a Mental Health & Wellbeing Support Worker you will assist with the delivery of structured group sessions on key topics around mental health and wellbeing, providing an early intervention service

that equips young people, schools and parents/carers with the tools to build emotional intelligence, coping strategies and the skills to talk about issues they are facing with friends and family.

You can find more about our employability and wellbeing service here: [Employment - Sheffield Futures](#)

Working for Sheffield Futures

The Sheffield Futures team is united by a commitment to young people. From Counsellors to Reception, from Youth Workers to Accounts each of us work to support young people.

Our culture balances professionalism with friendliness – and making sure that we also have time for fun! In line with our organisational values we look to work closely together, sharing expertise and working hard to achieve our goals.

The diversity of our team is hugely important to us, bringing different ideas and perspectives that better help us to support young people.

We're also a learning organisation. Continuous professional & personal development is supported & encouraged. We seek to identify ways to improve and keep moving forward.

Our employee benefits include:

✓ 25 days holiday plus bank holidays (pro rata if part time), rising to 30 days plus Bank Holidays after five years' service

Life Assurance associated with your pension

✓ Employee Assistance Programme

Flexible working: many roles are eligible for flexible working, so staff can adjust the time they start

✓ and finish work to manage work and personal commitments.

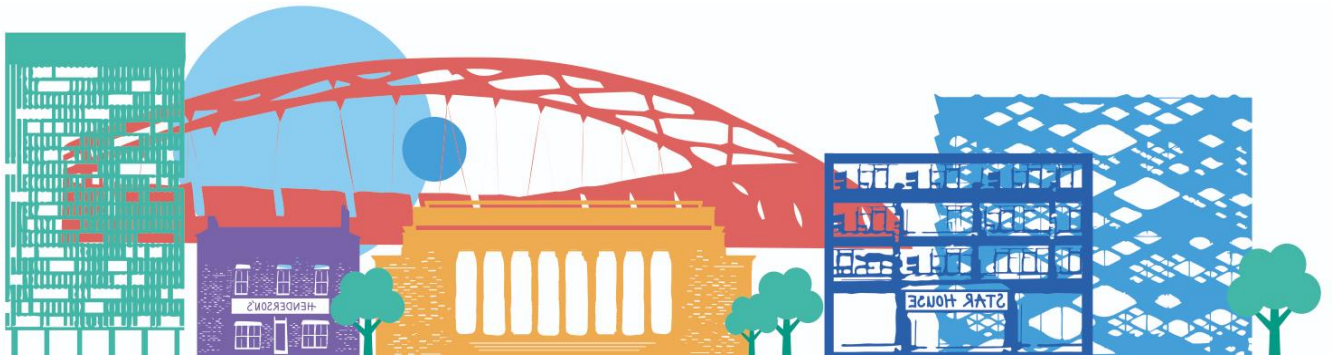
Hybrid working: many roles are suitable for hybrid working, meaning staff can work from Star House

✓ and from home. Client-facing staff work in various locations across the city (such as schools and GP surgeries).

Local Sheffield discounts.

✓ Wellbeing benefits: access to Westfield Health; Cycle to Work Scheme; Gym Membership Discount Scheme; free eye test and flu vaccination vouchers

We are proud to be a Disability Confident employer, a Living Wage employer and Mindful Employer.



Job Description

Job Title:	Mental Health and Wellbeing Support Worker x 3
Salary:	£24,065 pa (2024/25)
Hours:	18.5 hours pw (0.5 FTE)
Department/Site Location:	Hybrid Working: Home, Star House, Schools & community facilities in the North East of the city
Report To:	Employability and Wellbeing Coordinator
Responsible for:	Delivery team for project delivery
Version Date:	April 2024

Job summary:

The post holder will assist the delivery of structured group sessions in schools, the community and at Star House, to provide early intervention wellbeing support to children and young people aged 11-25. Working closely with schools and community groups, the post holder will support the engagement of young people and assist in reviewing and improving programmes to meet their needs.

Key Responsibilities:

Operational

- Support the development and delivery of appropriate and effective group work programmes and activities that meet the needs of young people and supports their wellbeing using evidence based models.
- Undertake outreach work, establish contact and assess the needs of young people in community settings, supporting appropriate referrals as necessary to a range of internal and external services.

- Build positive, trusting relationships with young people that supports them to engage in appropriate services and specialist interventions
- Signpost young people into appropriate services and partner agency support
- Promote and ensure the safeguarding of young people, particularly those who may be classed as vulnerable or at risk of harm
- Advocate for the needs and rights of young people ensuring young people's voice and influence is at the heart of the relationship
- Support the participation of young people in the planning, delivery and evaluation of services.
- Work flexibly, including some evenings and weekend delivery, to ensure that the needs of young people are met
- Work from a range of venues as required and to follow lone working and health and safety policies and procedures at all times
- Attend key community events as agreed, to support the promotion of the range of services and provision available to young people
- Keep abreast of and work within developments in services, legal / legislative changes and requirements, and good practice relevant to your role
- Understand, uphold and work within the values and ethos of Sheffield Futures

Communications

- Perform co-operatively as a multi-agency team member to support colleagues and team objectives, to ensure effective working relationships
- Keep accurate and up-to-date records of all work completed with young people
- Work effectively alongside and communicate with team members and wider Sheffield Futures employees.
- Communicate with families and carers, in collaboration with young people, to obtain parental consent for those under the age of 16, ensuring a clear explanation of consent and competency guidelines is given
- Ensure that young people under the age of 16 are Gillick competent where relevant, and understand the issues around sex and sexual health, if providing any information, advice or services around sexual health and wellbeing.
- Actively promote and positively represent the service with key referral agencies and schools, communicating suitable referral criteria and service information
- Communicate professionally when dealing with other agencies and partners
- Attend and contribute to team meetings, other relevant internal and external meetings where necessary.
- Promote and positively represent the service internally and externally, communicating its ethos and values
- Undertake such other duties as reasonably requested by your manager, to support effective team

working

People Management

- This role will not involve line managing others however may support the supervision of Volunteers and Apprentices as required

Business & Relationship Management

- Support the service and the organisation to meet commissioned targets and outcomes
- Undertake all necessary administrative tasks such as maintenance of accurate records, database entries, case notes or forms that meet the requirements of the organisation, our stakeholders and legal requirements
- To complete set tasks and projects within agreed timescales and, identifying any issues in a timely manner

Finance & Resources

- Support the maintenance of accurate records of expenses / project spend where relevant, including abiding by relevant policies and procedures

All staff are expected:

- In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.
- The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues or visitors who might be affected by any act or failure to act by the post holder in accordance with Health and Safety at Work.
- The post holder is required to carry out their duties and responsibilities at all times with adherence to Sheffield Futures policies and procedures, in particular those relating to equality and diversity, dignity and respect, Safeguarding and Health and Safety.
- Ensure confidentiality around service users and staff members is maintained at all times.
- This job description is not inflexible. It is an outline and account of the main duties of the post at the time of writing and does not form part of the contract of employment.

Please note:

- The nature of the work may involve working inconvenient hours outside the normal working week, including working at weekends.
- This post is suitable for Hybrid working which means an element of home working can be included within the working week
- This job description is not inflexible. It is an outline and account of the main duties of the post at the time of writing and does not form part of the contract of employment. It will be reviewed periodically and amended following consultation between the employee and immediate manager.

Person Specification – Mental Health and Wellbeing Worker

The person specification sets out experience and skills that are needed for the post.

Primary point of assessment stages for each of the criteria is indicated below.

A = application stage, I = interview & task stage.

	Essential	Desirable
Qualifications/Training	<ul style="list-style-type: none"> • Qualified to Level 2 or above in youth, health, social care, counselling or other related discipline (A) 	<ul style="list-style-type: none"> • Youth work qualification (A) • Qualifications or training in mental health (A)
Experience/skills/ specialist knowledge	<ul style="list-style-type: none"> • Experience of engaging and working with young people (A, I) • Experience of engaging young people into activities and community resources in a planned and structured way (A, I) • Knowledge of the community and voluntary sector, statutory authorities and relevant support services (I) • Ability to communicate with young people in plain, jargon free language (I) • Knowledge of the issues facing young people, vulnerabilities and presenting issues (I) • Demonstrable organisational and time management skills (I) • Excellent IT skills and knowledge of Microsoft office programmes (A) • Knowledge of safeguarding and referral processes (I) 	<ul style="list-style-type: none"> • Experience of working therapeutically with young people (A, I) • Experience of providing empowering support to young people to improve health, recovery and wellbeing outcomes (A, I) • Knowledge of approaches, tools and techniques that support young people's emotional wellbeing (I) • Experience of collating and keeping up to date accessible resources for a range of different services users from various communities (A) • Experience of multi-agency working so young people's needs are met (A, I)

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	Essential	Desirable
Special Aptitudes/Ability	<ul style="list-style-type: none">• Self-motivated and enthusiastic (I)• Flexible and adaptable (I)• Commitment to support the delivery of high quality services that meet the highest standards of care (I)• Resourceful, resilient and determined attitude• Shares in the values and ethos of Sheffield Futures (I)	<ul style="list-style-type: none">• Ability to engage with and empower young people to overcome challenges (A)• Ability to integrate young people into their community (A)• Able to see the potential in individual young people (I)• Drivers license and access to own transport (A)