**Youth Mental Health Manager – Job Description, Person Specification** A picture containing connector

Description automatically generated

|  |  |
| --- | --- |
| **Name of Employee** |  |
| **Department** | Children, Young People and Families |
| **Reporting Line** | Children, Young People and Families Service Manager |
| **Grade** | Grade 4 |
| **DBS – Level Required** | Enhanced |
| **Location/s** | Some home-working may be possible, but as face to face work with service users and staff is a requirement of the role, you will be required to work in range of locations and sites in Worthing, Adur, Arun, Downs or Chichester District. Worker will have a main base/location but will be required to work in other team locations. Travel expenses paid for travel beyond specified service base/location. |
| **Job Summary** | |
| West Sussex Mind (WSX Mind) works within Pathfinder West Sussex which is an alliance of organisations working together to enable people with mental health support needs and their carers to improve their mental health and well-being. These services provide structured support helping individuals to identify what they need and what they want to achieve around their mental health and then supporting them to develop the confidence and skills to make this happen through individual and group support. The team uses a variety of channels and methods to engage, communicate with and support people: in person/face to face, by phone, by email, by text, through a video-call (for individual support) or video conference (for groups), through social media groups and by sign-posting service users to self-help resources on websites etc. Mental health support services work closely together with West Sussex Mind Help-point and Service Navigation and Social Activities and Support services to provide a seamless pathway of care and support to people who need help. Alongside this support, the local Primary Care Networks have commissioned WSX Mind to provide specific mental health support within GP practices. Social prescribing workers support GP practices to effectively meet the needs of their young patients who have mental health needs through the provision of direct phone, face to face and video call support to children and parents who contact the practice around their mental health. Children and young people with mental health problems are also signposted to access and engage with community support.  Within this, we offer a **specific service for young people aged 16-25 and a service support children and young people aged 8 – 17.**  The role of the **Youth Mental Health Manager** is:   * To support the Children, Young People and Families Service Manager in the management, operations and development of services. * To support, supervise and develop a team of Youth Mental Health Workers and Children & Young People’s Social Prescribers. * To ensure that all activities are safely and effectively delivered and within WSX Mind policies. * To work in partnership with youth and family services in West Sussex to ensure our services are effective in supporting a strong system of support for families and children and young people across West Sussex. | |
| **Scope & Accountabilities** | |
| This role is responsible for the support and supervision of Youth Mental Health Workers and Children and Young People’s Social Prescribing Workers. It also has responsibility for the recruitment of volunteers. | |
| **Key Tasks** | |
| 1. To provide day-to-day management support to staff and volunteers working for the WSX Mind BeOK service and CYP Social Prescribing service including good supervision and performance management, proactive management of any staff performance issues, and deputising for the Children, Young People and Families Service Manager as required. 2. To develop and maintain strong partnerships with children and young people services in the local area including schools, local colleges, sixth forms, CAMHS, YES, youth services, early intervention in psychosis services and primary care practices, as well as any other appropriate services. 3. To support the Children, Young People and Families Service Manager with opportunities to grow and develop the services and to communicate key organisational messages to staff and volunteers. 4. To ensure all policies and procedures are understood by staff and volunteers and that they are working within these policies and procedures including leading on the safeguarding of adults and protection of children as per WSX Mind’s policies. 5. To enable children and young people to receive appropriate support by responding to referrals and allocating cases as required. 6. To line manage and supervise staff and volunteers. 7. To lead the recruitment and induction of volunteers into the service and ensure they receive a quality volunteering experience. 8. To lead on gathering team contributions for service plan development. 9. To support staff to take responsibility for developing and overseeing the operation of administrative processes which support the delivery and smooth running of the service including staff rotas, room bookings, collection and monitoring of activity and performance information and support the collation and reporting of this information to funders. 10. To liaise with young service users, parents, carers and relevant professionals, ensuring they have full information about the project’s purpose, activities and outcomes. 11. To promote services offered to young people in local area to public and professionals and to develop and provide children and young people focused information and publicity in a range of ways including social media. 12. To work constructively and in partnership with WSX Mind Help-point and Service Navigation, Social Activities and Adult Pathfinder support teams to provide a seamless pathway of care and support to young people who need help sharing information about need and issues with these teams as required and to work professionally and creatively with WSX Mind staff providing these opportunities. 13. To support service users to be actively involved in the running and delivering of services and support and develop co-production. 14. To ensure that the services tackle inequalities and that the young service user group reflects the diversity of local community. 15. To represent services at local meetings with external partners and stakeholders, as well as within the PCN and WSX Mind during organisational meetings. 16. To record all work accurately, effectively and in a timely way on Charitylog database. 17. Ensure health and safety policy and procedure requirements are met, particularly related to work surroundings, within practices and service activities. 18. Undertake any other tasks and duties as required as requested by manager. 19. Ensure all data protection policy and procedure requirements are met. 20. Adhere to the Policies and Procedures of West Sussex Mind.   For a limited number of young people as capacity allows:   1. To support young service users to identify their needs and goals and facilitate the development of personal support and recovery plans for a small caseload where capacity allows. 2. To work in partnership with young service users to achieve recovery focussed goals; drawing on individual strengths and using a range of internal and external resources including provision of advice, information and sign-posting where required. 3. To provide support to individual service users, providing one-to-one sessions using appropriate theories, methods and skills in order to promote individual clients’ ability to better manage their problems and difficulties. 4. To develop, facilitate and review in person and video conference group work, self-development courses or training sessions for service users and use a range of assessment and recovery tools alongside clients in developing recovery support plans. | |

**Person Specification** - The specific skills, knowledge and abilities required of an individual to be able to effectively perform the role.

|  |
| --- |
| **Essential Qualifications** |
| * Strong evidence of previous training or learning (formal or informal) which relates to children and young people’s mental health is essential for this role along with excellent literacy, IT digital and verbal communication skills. * Evidence of previous training or learning (formal or informal) which relates to supervising staff and volunteers. |
| **Preferred Qualifications** |
| * Relevant health, social care, youth/childcare, management or related professional qualification. |
| **Essential Professional & Technical Knowledge, Skills and Abilities** |
| 1. Experience of recruiting, developing and supporting staff and volunteers. 2. Able to work independently and without day-to-day supervision and support. 3. High level of personal effectiveness with the ability to be proactive, forward-thinking and manage multiple priorities. 4. Significant knowledge, skills and abilities regarding working with children and young people with mental health needs. 5. Broad knowledge, experience and/or training in working with service users on a one to one basis and in groups using appropriate theories, methods and skills in order to promote individual service users’ ability to better manage their problems and difficulties. 6. Able to work with service users to construct good assessments of needs for services/personal development. 7. Knowledge of and a commitment to user led services, proactively tackling inequalities and able to facilitate a recovery focus model. 8. Ability to travel to sites across West Sussex with own vehicle. 9. Excellent written and verbal communication skills. 10. Experience in the use of Office 365 and other office applications including digital and social media platforms, excel/databases and communication tools such as mail chimp. 11. Highly motivated and able to learn and understand new concepts and apply new methods, whilst taking responsibility for own personal. development. Willingness to seek advice appropriately, to accept supervision and training as required. |

I have read and understood the Job Description, Person Specification and Competencies/Indicators required for my role and agree to fulfil the requirements of this role.

|  |  |  |  |
| --- | --- | --- | --- |
| **Signed:**  **Staff member** |  | **Date:** |  |
| **Signed:**  **Line Manager** |  | **Date:** |  |