

# Youth Mentor (Mental Health)

June 2024

Hertfordshire Mind Network  
Watford Wellbeing Centre  
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## **Youth Mentor (Mental Health)**

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at <https://www.hertsmindnetwork.org/youth-mentor-mental-health/>

**To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.**

Please return applications to Joe Owers by email to [recruitment@hertfordshiremind.org](mailto:recruitment@hertfordshiremind.org)

**Closing date for receipt of applications is:** Wednesday 17<sup>th</sup> July 2024 at Midnight

**Interviews will take place on:** Monday 22<sup>nd</sup> July 2024

**We may close this advert early if we have sufficient applications.**

Yours sincerely

Joe Owers  
Services Manager (Children and Young People Services)

## Our Vision, Purpose and Values

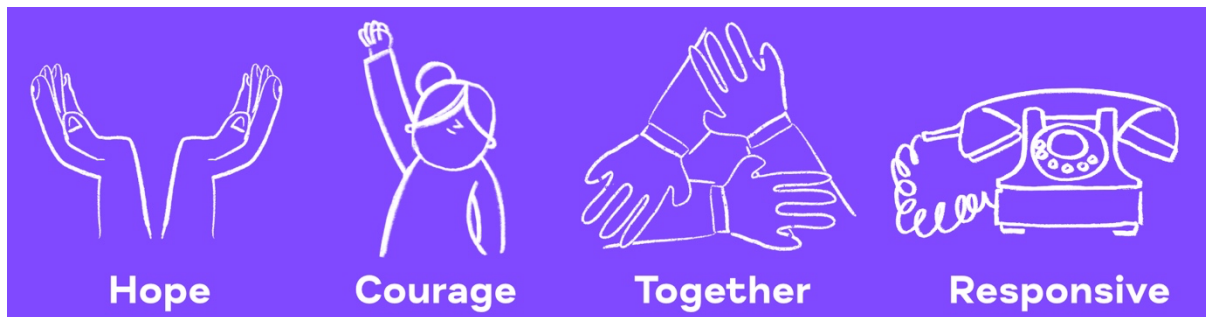
### Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

### Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

### Our values



**Hope** - We believe in potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.

**Courage** - We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshire's mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.

**Together** - Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.

**Responsive** - We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.

## Job Description

<b>Job title:</b>	<b>Youth Mentor (Mental Health)</b>
<b>Reference Number:</b>	216
<b>Salary scale:</b>	£23,496-£25,000 p/a pro rata (7.5 hours per week)
<b>Contract Length:</b>	9 months fixed term contract, with the possibility of extension
<b>Working pattern:</b>	7.5 hours per week  <b>Hours to be split across two weekdays from 3:00pm onwards.</b>
<b>Working base:</b>	Ware Wellbeing Centre or Bishops Stortford Wellbeing Centre.  Mentoring will predominantly take place across East Hertfordshire with the potential for travel to other areas of the county as per service need e.g. North Hertfordshire.
<b>Reports to:</b>	Future YOUth Mentoring Coordinator
<b>Checks needed:</b>	Enhanced Adult & Children DBS and 2 satisfactory references
<b>Flexibility required:</b>	Working afternoon/evenings from 3:00pm onwards.  Occasionally and with notice, you may be required to attend training or meetings outside of normal working hours.

### Purpose of post

The key purpose of this post is to be an integral member of staff delivering the Future YOUth mentoring service. You will provide 1:1 mentoring support for children and young people aged 11-18 who are currently facing mental health problems. Our mentoring service provides 1:1 mentoring support face-to-face in the community for a period of up to 6 months, depending on the needs and goals of the young person. Our mentoring approach is centred around combining practical and emotional support to aid young people in reaching their goals associated with their mental health and emotional wellbeing.

Your role as a Youth Mentor will be to meet young people on a weekly basis and offer 1-1 support aligned with their needs, building a strong working relationship whereby the young person is empowered to overcome the barriers they currently face. You will also build strong working relationships with the network of people around the young person (e.g. parent/carer, school, statutory professionals) to ensure the best outcomes for the young person and that their needs are advocated for. Flexibility is central to our mentoring approach and mentoring sessions may vary in their format depending on the young person's circumstances and goals. We give young people choice in how they are supported.

## **Service Objectives**

The objectives of Hertfordshire Mind Network's Future YOUth service are:

- To improve the mental wellbeing of children and young people experiencing mental health issues in Hertfordshire.
- To provide high quality 1:1 face-to-face mentoring support, tailored to the individual and incorporating all facets of the young person's life.
- To be a key service within the CYP MHS system, offering and increasing early access to community based help regarding mental health and emotional wellbeing.

## **Accountability**

You will be line managed by the Future YOUth Mentoring Coordinator for Hertfordshire Mind Network

## **Job Description**

### **Key Responsibilities (Service & Staff)**

- To play an integral role in instilling HMN's values throughout the Future YOUth Service
- To play a key part in the delivery of quality CYP mental health support services.
- To provide consistent and clear communication, working proactively and with initiative.
- To be part of a cooperative and collaborative team that is flexible and adaptable to changing requirements.
- To deliver 1:1 mental health and emotional wellbeing interventions, depending on need, flexibly and creatively.
- To ensure that every individual accessing the service receives safe and trusted support.
- To create and review risk assessments and safety plans, as well as providing signposting resources and onward referrals as required.
- To proactively recognise indicators of deteriorating mental health and facilitate appropriate action, whilst liaising with relevant agencies.
- To record mentoring sessions, interventions, safety or safeguarding concerns and signposting information accurately, concisely and in a timely manner.
- To uphold our safeguarding responsibility to all service-users, having this at the centre of all interactions.
- To escalate and act on any safeguarding concerns accordingly, in line with organisational policy and procedure.
- To work in a way that acknowledges personal, social, cultural and spiritual strengths and needs of the individual.
- To work in partnership with other local providers and key stakeholders to ensure safe working practices.
- To signpost and refer effectively into other Herts Mind Network services, as well as alternative VCFSE and statutory organisations.
- To participate in training and development opportunities as agreed with your line manager.

- To act as a positive role model showing professional and caring attitudes and behaviours towards other team members, children and young people, families/carers and professionals.

### **Key Responsibilities (Coproduction)**

- To ensure children and young people's involvement and a person-centred approach are embedded within the service.
- To liaise with children and young people, families, and carers to ensure that the service is co-developed and continually reviewed, striving for continual quality improvement.
- To work with children, young people and families to obtain feedback for service and system development.
- To consider each person as an individual.
- To establish supportive, empowering and respectful relationships with service users and parents/carers/family.

### **General**

- To ensure compliance with legal, ethnical, regulatory and social requirements.
- To manage personal resources and own professional development.
- To ensure all duties are carried out in a manner which promotes equality and diversity.
- To promote a health and safety culture within the workplace, observe all health and safety rules and procedures as required and where appropriate conduct risk assessments.
- To ensure that essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons, and all information must be maintained within the Data Protection Act.
- To be an active and effective team member.
- To work mainly hours outside of normal office hours (3:00pm onwards, including evenings)
- To carry out every aspect of your duties with due regard to Herts Mind Network's (HMN) policies and procedures including the Equalities Statement.
- To ensure HMN values are embedded in the service.
- To maintain a professional level of communication at all times.
- To keep clear records and plans of all contacts with clients, professionals and meetings with external agencies.
- Maintain full accountability to the project through supervision.
- Undertake other duties as may be reasonably determined by line management, the CEO or Board of Directors.

**Person Specification on next page.**



<b>Person Specification – Youth Mentor (Mental Health)</b>	<b>Essential/ Desirable</b>
<b>Experience &amp; Qualifications</b>	
Minimum 2 years' experience working within a health, social care or charity sector supporting children and young people experiencing mental health difficulties, crisis or distress (or have alternative ways of demonstrating the skills, attitude and knowledge brought with this)	E
A relevant social work, mental health nursing, counselling/therapy, psychology and/or youth work qualification.	D
Lived experience of mental ill health	D
Evidence of continual professional development.	E
Experience of supporting individuals with mental ill health.	E
Experience of working with children/young people with poor mental health, either 1:1 or in a group setting.	E
Experience of working with children/young people with SEND (Special Educational Needs and Disability)	D
Experience of handling situations with children/young people that present with risk and/or safeguarding concerns.	E
Experience of working in a highly responsive, fast paced environment; with the ability to deal with stressful and difficult situations in a calm manner.	E
Evidence of working to deadlines and achieving outcomes against targets.	E
Experience of the referral, assessment and allocation process in a health or charity organisation.	D
Experience of completing contractual reporting documentation.	D
<b>Skills, abilities, understanding and knowledge</b>	
A creative and flexible approach to working with individuals. Skilled in reflective practice.	E
Understanding of the current CYP mental health system operating in Hertfordshire.	D
Understanding of developing and delivering services within a health and social care setting.	D
Understanding of the principles of trauma informed care, and/or a willingness to attend trauma informed care training.	E
Knowledge and understanding of mental health, including stigma and presentations.	E
Knowledge of factors impacting on children and young people's mental health, including social issues.	E
Knowledge of child development, theory around this and its relationship to emotional health.	E

Ability to work in an age appropriate way, adapting to diverse ages and needs.	E
Ability to involve parents/carers in support if appropriate.	E
Ability to involve service users in all aspects of work.	E
Ability to communicate exceptionally well on phone, in person and in a team, with both staff and service users alike; utilising good active listening skills and a non-judgemental approach.	E
Ability to prioritise and manage workload.	E
Ability to offer understanding and compassion.	E
Good IT skills including MS Teams, Word, Outlook, online chat platforms, Excel and PowerPoint, with proven ability to input and extract information and produce reports.	E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide.	E

**June 2024**





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