

Hertfordshire County Council Job Outline



JOB TITLE: Hospital Youth Worker
GRADE: JNC 15-18 Qualified or 11-14 Unqualified
REPORTS TO: Lead Nurse Safeguarding
DEPARTMENT: Children's Services
TEAM: YC Hertfordshire Services for Young People

Purpose of the Job

The Hospital Youth Worker is an exciting new role supporting vulnerable 11-21year-olds accessing Watford General Hospital. The aim is to enable emotional wellbeing improvements and other positive outcomes via holistic support. The process will include support in the hospital and follow-up work in the local community. It will involve engagement with young people, parent / carers and a range of professionals for coordinated support.

Young people present at Watford General A&E department and other wards with issues such as poor mental health, self-harm and suicidal ideation; signs of sexual exploitation; risk of involvement in crime and violence; drug and alcohol withdrawal and other concerning factors. Other young people accessing the hospital face challenges such as chronic illness or adjusting to the transition to adult services.

The Hospital Youth Worker will develop a new service with young people to meet support needs. It will broadly comprise of information, support and advocacy delivered one-to-one, via group work and through peer volunteers. The worker will be managed by YC Hertfordshire to maintain a strong youth work focus and to utilise the organisation's expertise and access to local community provision.

Main Areas of Responsibility

- Developing collaborative working arrangements with multiple hospital departments / wards and sources of support in the community.

- Receiving referrals from multiple points in the hospital.
- Managing a caseload balancing the priorities of young people with service resources.
- Engaging proactively with young people with complex needs, developing assessments, action plans and activities to support progress.
- Carrying out risk assessments for individuals and activities.
- Involving parent / carers in the support process where appropriate.
- Maintaining accurate, up-to-date case records and progress reports.
- Delivering tailored information, support and advocacy (one-to-one and via group work) using a holistic approach, covering a range of issues e.g. staying safe; emotional wellbeing; physical health; social links; transition; family issues; healthy relationships; sexual health; tackling alcohol and substance abuse; coping with long-term health conditions and other relevant issues.
- Manage sensitive, confidential and complex information on young people and their families and share information in line with guidance and legislation.
- Directing a small cohort of young people as peer volunteers to deliver information and support one-to-one and via group work.
- Using group work and feedback gathering to involve young people in the design and ongoing co-production of the service. Also facilitating a voice for young people at strategic level in the hospital.
- Compiling and presenting an Adolescent Pack of up-to-date information on a wide range of sources of support for young people (e.g. for emotional wellbeing, social links etc.) and opportunities (e.g. for access to education and training).
- Covering a varying shift pattern across the week which may combine a day and evening rota to meet service needs.
- Delivering within the hospital with follow-up work in the local community.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Key Working Relationships

Watford General sites:

- Safeguarding Team.

- Clinical leads and staff across multiple departments / wards.
- CCATT / CAMHS managers and staff.
- Trust Management Board.

YC Hertfordshire provision for young people (referring / supporting access):

- Youth workers delivering a range of local targeted projects and programmes for at risk and vulnerable young people to develop their knowledge and skills for emotional wellbeing, physical health, staying safe, social links and career choices etc.

Specialist Services (referring / supporting access):

- YC Hertfordshire.
- Sexual Health Service.
- Adolescent and Families Drug and Alcohol Service.
- Families First provision including Intensive Family Support Teams.

Other possible links:

- Schools, education support centres, colleges, training providers and employers.
- Voluntary sector provision.
- Children's Social Care.
- Hertfordshire Safeguarding children's Partnership.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

Essential

- JNC Youth Work qualification (for qualified post).
- Full driving licence and access to a vehicle.

Experience

- Experience of working with at risk and vulnerable young people in a range of settings.
- Developing and sustaining positive relationships with vulnerable, hard to reach young people with complex needs.
- Planning and providing information, holistic support and advocacy to young people.
- Providing information to parent / carers and promoting appropriate involvement.

- Participation in multi-agency / partnership working.
- Developing and co-producing new services with young people.
- Supervising young people as volunteers.

Skills, Knowledge and Abilities

- Ability to assess needs and develop holistic actions plans and activities to enable young people to progress.
- Ability to work creatively to find solutions to complex issues.
- Ability to manage and prioritise a caseload.
- Excellent written and verbal communication skills for effective interaction with young people, parent / carers and a range of professionals.
- Excellent recording and report writing skills.
- Knowledge of factors influencing young people's mental health and effective support methods.
- High level of cultural competence.
- Awareness of the local service landscape and sources of support.
- Basic ICT skills.
- Knowledge of principles sharing information with single and multi-agency teams.
- Willingness to work flexibly.
- Ability to manage conflict.
- Be able to identify young people who are at risk of harm and raise appropriate safeguarding concerns or take necessary action.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)