

Job Title: W&R Support Worker
Job Location: Royal Hospital for Children and young People and Community Venues
Reports to: Children's Wellbeing Lead

About this job

We are seeking a caring and passionate Support Worker to work under the supervision of the Wellbeing and Resilience team, delivering support to families on our telephone Helpline. You will work under the guidance of the Wellbeing and Resilience Officer who will fully support you in offering advice, support and signposting for families with a child who is experiencing mild-moderate mental health issues. Our aim is to increase emotional resilience, promote safety, improve mental health and wellbeing, promote recovery, and prevent problems escalating.

Wellbeing and Resilience Outreach

Edinburgh Children's Hospital Charity have developed a new and exciting project which supports the wellbeing and resilience of children and young people who are struggling with their mental health. This project will support the whole family (child, parents/guardian, siblings, grandparents etc.) through these challenging times, by offering support and advice. We will pilot this programme over a two year period in two locations. The first will be rural, East Lothian based and the second urban, within Edinburgh City.

Hospital youth work

As part of this role, you will work alongside the hospital youthwork team to gain experience of working with children, young people and their families in a healthcare setting. You will initially work in The Hub wellbeing centre and on the hospital wards in the Royal Hospital for Children and Young People, spending time with CYPF and ECHC's Children's Wellbeing Service team to understand our approach to working with CYPF. You will also be given bespoke training following the PACE model, to promote the experience of safety in your interactions with children and young people and their families and will be given regular support and supervision.

Areas of Responsibility

As a member of the Children's Wellbeing Team, you will support parents/guardians/professionals of children and young people who are struggling with their mental health, by providing telephone/text/email support and advice. The service is for families who may benefit from early interventions to promote wellbeing and prevent problems escalating, and to seek advice on how to support their child or young person.

You will work in collaboration with ECHC Wellbeing and Resilience team and will signpost families to our Wellbeing and Resilience programme, a member of the team or to a partner organisation as required. You will be the first port of call for our families and so will be friendly, non-judgmental, calm under pressure and will provide emotional support to families helping them to feel empowered and listened to.

You will be an excellent communicator both verbally and in writing, and will be able to record accurately and concisely using ECHC's enquiries form. You will work as a member of the team and will share information and support colleagues in finding the right support for families accessing this service.

You will comply with appropriate policies and procedures in line with legislative and regulatory requirements; and deliver agreed best practice in all activities, as well as working within agreed

frameworks regarding safeguarding, confidentiality, and professional practice. You will maintain up to date knowledge of local and national provision for children's, young people, and family's wellbeing; and, of research, policy, and practice in relation to young people's wellbeing.

Additional

You will assist EHC colleagues in any activities which will help to sustain the charity. This will include, for example, providing information for marketing purposes, informing funding applications, providing support for funder visits to the service and any other duties appropriate to the role and in line with the needs of EHC.

You will establish, maintain, and further develop relationships with all EHC's identified groups of stakeholders, in particular engaging with cypf.

You will enable the organisation to transform the experiences of babies, children, young people, and their families, by supporting the delivery of the organisation's Children's Wellbeing Service.

REQUIREMENTS	ESSENTIALS	DESIRABLE
<u>Education & Qualifications</u>	Educated to HND level in youth work or community education or with equivalent professional experience of supporting families	Registered with the community learning and development (CLD) standards council

<u>Experience & Knowledge</u>	<ul style="list-style-type: none"> ▪ Experience of providing support to people ▪ Experience of providing an advice, support or an information service ▪ Experience of dealing with emotionally demanding situations and demonstrating emotional resilience ▪ Knowledge of issues and barriers that young people face ▪ Ability to build positive relationships ▪ Understanding of the risks involved in working with young people ▪ Sound knowledge of the available services and organisations which children, young people and families could be signposted to for support 	<ul style="list-style-type: none"> ▪ Experience of providing support to people with a mental illness ▪ Experience of working in a healthcare environment ▪ Experience of fundraising organisations ▪ Experience of working with children and young people who struggle with their mental health. ▪ Experience of support the whole family (parent/carers, siblings, grandparents etc.) ▪ Experience of working to keep young people safe from harm
<u>Skills and Attributes</u>	<ul style="list-style-type: none"> ▪ Excellent oral, written, and listening skills for a range of audiences, especially young people ▪ Ability to build rapport and trust with young people and families ▪ Patience, tolerance, and sensitivity; mature and non-judgmental outlook ▪ Ability to work independently ▪ Enthusiasm and resilience ▪ Ability to set and maintain clear and appropriate boundaries 	<ul style="list-style-type: none"> ▪ An ability to respond to crisis in accordance to policy and procedures
<u>Additional</u>	<ul style="list-style-type: none"> ▪ A passion for the rights of children and young people, 	<ul style="list-style-type: none"> ▪ Full UK driving licence ▪ Access to a car

	<p>and the strategic aim and purpose of ECHC</p> <ul style="list-style-type: none">▪ Positive, persuasive, motivational individual with an obvious enthusiasm for the work of ECHC▪ The ability to manage expectations of stakeholders to achieve the best result for both them and the organisation▪ An effective and empathic communicator▪ Willing to work evenings and weekends as required▪ Willing to undertake additional study or learning as required to fulfil this developing role▪ Professional and convey the values of ECHC at all times	
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