



### **Our Vision**

**Make life great for Children and Young People**

### **Our Mission**

**To empower Children and Young People who haven't had a fair deal – to have a home, strengthen their mental health and be part of a community**

### **Our Ethos**

**We need each other to make life work**

### **Our Values**

**We make our own choices**

**We are loving and compassionate**

**We take risks**

**We make mistakes and learn**

**We never give up**

## MACS WELLBEING SUPPORT SERVICE

### JOB DETAILS

<b>Job Title:</b>	Wellbeing Worker
<b>Funder:</b>	Public Health Agency
<b>Conditions:</b>	<b>Full Time, Fixed Term (12 months)</b>
<b>Responsible to:</b>	Wellbeing Development Manager
<b>Location:</b>	303 Ormeau Road, Belfast, BT7 3GG
<b>Hours of Employment:</b>	35 hours per week to include evenings and weekends.
<b>Holidays:</b>	30 days per annum plus 11 statutory days
<b>Salary:</b>	£21,388 per annum and pension at 4% of salary

**It will be a requirement of this post to be registered with the Northern Ireland Care Council (NISCC).**

#### **ROLE OVERVIEW**

MACS Wellbeing Support Service provides mental health support and mentoring to children and young people aged 11-25. Wellbeing workers support children and young people who experience low mood, suicidal ideation and self-harm to build resilience, increasing coping strategies and develop support networks. Children and young people will receive individualized support through support planning, regular reviews and keeping safe planning where appropriate. Support is also provided through use of volunteer mentors and group work.

This Job Description demonstrates the job role, who you will be accountable to in carrying out your duties and an explanation of why.

<b>Job role</b>	<b>Accountable to</b>	<b>Why?</b>
Ensure all young people are cared for and supported through appropriate staffing.	<p>Young People</p> <p>Team</p> <p>Manager/Organisation</p>	<p>Establish a positive relationship with the young people, parents and carers to ensure they can achieve their goals.</p> <p>To ensure as a team young people have access to workers to support them to address isolation and loneliness.</p> <p>To ensure young people and volunteer's needs are met and to address isolation and loneliness.</p>
Adhere to NISCC Code of Conduct and MACS Policies and Procedures including; Child Protection, Adult Safeguarding and Lone Working in order to safeguard young people and staff.	<p>Young People</p> <p>Organisation</p> <p>Manager</p>	<p>To ensure that staff and Young People are both informed and safe.</p> <p>To maintain the ethos of MACS, good practice and to ensure an effective provision of service and accountability within the Team.</p> <p>Ensure quality standards are adhered to.</p>
Provide holistic, practical support to young people on a one to one and group basis to manage their mental health.	<p>Young people</p> <p>Team</p> <p>Manager</p>	<p>Young people receive support that meets their needs.</p> <p>Ensure every young person receives the support required.</p> <p>To ensure young people are provided with the appropriate support based on needs.</p>
Proactively maintain a waiting list, prioritising young people, and providing fortnightly telephone support.	<p>Young person</p> <p>Organisation</p> <p>Manager</p>	<p>To build relationships with emerging young people and ensure their immediate needs are met whilst waiting.</p> <p>To ensure that young people are supported in an efficient and proactive way.</p> <p>To ensure ongoing review and prioritisation in accordance with the young person's needs.</p>

Job role	Accountable to	Why?
Maintain and review accurate and up to date records including support plans, keeping safe plans and contact records.	<p>Young people</p> <p>Manager</p> <p>Organisation</p>	<p>Young people's information is kept safe and secure. MACS adhere to GDPR guidelines and promote transparency with young people in how information is shared.</p> <p>To ensure all records are accurate and up to date and in line with GDPR guidelines.</p> <p>To ensure quality standards are maintained in accordance with MACS internal processes.</p>
Work effectively within a team, ensuring information is communicated with young people and external agencies including mental health services, social services etc.	<p>Young people</p> <p>Team</p> <p>Manager</p> <p>Stakeholders</p>	<p>To ensure relevant information is shared and young people access holistic support through a partnership approach.</p> <p>To ensure relevant information is shared in a timely and appropriate manner. Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team.</p> <p>To ensure as a team the relevant processes are being adhered to in regards to effective communication.</p> <p>Ensure quality standards are adhered to.</p>
Recording and communicating in line with statutory, funder and MACS requirements.	<p>Stakeholders</p> <p>Young people</p> <p>Manager</p>	<p>MACS staff adhere to GDPR guidelines and promote transparency with young people in how information is shared.</p> <p>To ensure that MACS provide best support for progression and benefits towards mental health. To ensure that the Young Person understands why information is shared with outside agencies.</p> <p>To meet good practice requirements. Young people's information is kept safe and secure.</p>

<b>Job role</b>	<b>Accountable to</b>	<b>Why?</b>
To be proactive in service development, network with external agencies and promote the profile of MACS.	Team  Manager	Workers will be integral in the strategic direction of the organisation.  To deliver high quality services in partnership with stakeholders to improve outcomes for young People.
To contribute to the induction and support of new staff.	Young People  Team  Manager	To promote a consistent service to young people.  Ensure all staff are supporting young people in accordance with MACS ethos, values and policy and procedures.  To ensure workers receive a comprehensive induction and adequate support.
Advocate for young people to ensure they have their voices heard.	Young People	To empower Young People to understand their rights and that they are upheld.
Promote team cohesion with a solution focused approach and the use of the Decision Making Model.	Young People  Team  Manager	To promote consistent care and support.  To ensure team cohesion, safe and effective practice. To ensure best practice.  To ensure that informed decisions are made and all staff are consulted, responsible and accountable in this process.
Engage in reflection, personal and professional development both personally and as part of a team.	Young People  Team  Manager	Young people will receive support from a highly skilled team.  In order to contribute to a skilled and continually developing team.  Learning and development promotes competence, resilience and compassion when working with young people.
Support the Volunteer Coordinator to recruit, train and support volunteers	Team  Young People	To ensure adequate numbers of volunteers join the organisation and are trained to a high standard.  To ensure that Young People receive a high standard of mentor

	Volunteers	To provide volunteers support in training advice and guidance.
Prepare for, manage and support mentoring matches	Young People	To ensure young people have positive experiences of mentoring and achieve their goals.
	Volunteers	To enable volunteers to carry out duties confidently with your support
Identify need for group work opportunities, creating and facilitating groups to enhance social and personal development.	Young people	To provide opportunities for young people to reduce isolation and loneliness. To help young people develop skills and coping strategies.
	Team	To provide opportunities to young people to manage social isolation and loneliness.
	Manager	To ensure participation of young people is being actively promoted and in line with MACS Ethos and Values.
To meet to with manager monthly in supervision and work on agreed targets as identified in the balance scorecard.	Team	To promote best practice in supporting young people.
	Manager	To ensure staff development and targets are met.
Manage budgets and identify sources of funding to meet needs of young people and apply independently for this	Young person	To ensure young people have access to additional funds to meet their needs.
	Finance	To ensure any expenditure is line with team budgets.
	Team	Ensure good communication regarding expenditure whilst not exceeding the budget.
	Manager	To ensure young people have access to additional funding and expenditure is in line with team budgets.
Undertake any other duties as required.	Young People	To ensure young people are put first.
	Team	To work as part of a team.
	Organisation	To contribute to the organisation's needs.

## PERSON SPECIFICATION

<b>SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER</b>	
<b>CRITERIA 1</b>	
<ul style="list-style-type: none"> <li>• 2 years experience of working with Children and Young people aged 11-25 who have experienced mental ill health</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Degree in Social Work, Youth and Community Work or similar <b>AND</b></li> <li>• 1 years experience of working with Children and Young people aged 11-25 who have experienced mental ill health</li> </ul>	<b>ESSENTIAL</b>
<b>CRITERIA 2</b>	
<ul style="list-style-type: none"> <li>• Experience of successfully liaising with a variety of agencies</li> </ul>	<b>ESSENTIAL</b>
<b>CRITERIA 3</b>	
<ul style="list-style-type: none"> <li>• Ability to offer support to Children, Young people and Volunteers to set and achieve goals to improve mental health</li> </ul>	<b>ESSENTIAL</b>
<ul style="list-style-type: none"> <li>• Experience of designing , delivering and evaluating group work sessions for children and young people</li> </ul>	<b>ESSENTIAL</b>
<b>CRITERIA 4</b>	
<ul style="list-style-type: none"> <li>• Can develop own approach to practice based on reflection and feedback</li> </ul>	<b>ESSENTIAL</b>
<ul style="list-style-type: none"> <li>• To be resilient and compassionate in a challenging environment</li> </ul>	<b>ESSENTIAL</b>
<b>CRITERIA 5</b>	
<ul style="list-style-type: none"> <li>• A full current driving license and access to a car is required so as to be able to meet the requirements of the post in full.</li> </ul>	<b>ESSENTIAL</b>
<b>DESIRABLE CRITERIA</b>	
<ul style="list-style-type: none"> <li>• Experience of recruiting, training and supporting volunteers</li> </ul>	<b>DESIRABLE</b>