

**Community Engagement Manager**

**Listening Service Youth Coordinator**

**Definition of the Role:**

To provide emotional support to young people and ensure that YMCA St Helens is connected to other relevant mental health youth related organisations.

**Purpose of the Role:**

To coordinate, drive and deliver a high quality, effective low-level mental health support service to young people aged between 11 and 18, which builds resilience and develops positive strategies to deal with their mental health and reduce the need for further intensive support in their future.

**Main Duties and Responsibilities:**

1.   Provide a 1 to 1 listening service to young people with low level mental health needs.

2.   Develop a weekly “young person’s mental health peer support group”

3.   Deliver 4 “young people mental health awareness events” per year.

4.   Connect with and maintain partnerships with mental health youth related organisations/networks.

5.   Drive the delivery of agreed outcomes and outputs, ensuring monitoring and evaluation is completed and targets are met.

6.   Market, plan, deliver and evaluate face to face support.

7.   Contribute to managing and administering youth and community projects and resources.

**Project Delivery:**

1. Coordinate the diary of mental health related youth activities
2. Ensure funders’ compliance requirements are met.
3. Ensure compliance with appropriate organisational/project policies and procedures
4. Maintain overview and link with other mental health related youth activities taking place in St Helens and surrounding areas

**Strategy and Development:**

1. Drive the vision for the mental health related youth work programme.
2. Keep up to date on National trends and information on young people, therapies, pastoral issues and mental health impact on young people etc.

**Programme Management:**

1. Monitor delivery of targets and standards
2. Deliver staff/volunteer training where appropriate
3. Keep abreast of organisational policies and procedures and ensure they are followed

**Safeguarding:**

1. Keep abreast of safeguarding policies and procedures and ensure they are followed and implemented

**Additional Duties:**

1.To be aware of our organisational ethos and policies and to work within them.

**Skills and Attributes:**

**Essential:**

* Knowledge of and previous experience in youth work settings working with children and young people on mental health issues
* Experience and/or qualifications in mental health related areas
* Strong commitment to young people and an understanding of the factors affecting their lives, ability to effectively communicate
* Ability to provide reliable support to young people in times of stress and act with integrity
* Good understanding of youth work
* Knowledge & experience of working with young people with low level mental health needs
* Good practical understanding of theory around listening therapies especially with young people.
* Strong practical understanding of health and safety within a youth work setting
* Very strong young people’s skills
* Very strong listening skills
* Ability to work evening and weekends
* Self-motivated with high level of initiative
* Excellent interpersonal and networking skills
* Safeguarding young people experience/training
* Patience, tolerance and flexibility,
* An accepting and non-authoritarian approach.

**Desirable:**

* Flexible approach to working, able to adapt to changing landscape
* Capacity to engage with people from various sectors, cultures and traditions
* Qualified in First Aid
* Experience of successfully delivering and coordinating listening-based therapies with young people
* Experience of monitoring and evaluating projects with clear outcomes being successfully delivered.
* Experienced in managing teams of paid staff and volunteers and budgets
* Experience of monitoring targeted and writing reports for funders/commissioners
* Strong computer & administration skills
* Flexible approach to working, able to adapt to changing landscape
* Capacity to engage with people from various sectors, cultures and traditions
* Experience working with young people with SEND
* Qualified in First Aid
* Current driving licence and access to vehicle
* Able to promote the Christian ethos of the organisation
* Experience in grant application writing

**CONFIDENTIALITY**

It is expected that all our employees understand that there may be aspects of their work that may be confidential and MUST NOT be discussed or disclosed to third parties. A breach of confidentiality is gross misconduct and will result in appropriate disciplinary action.