



Young People's Wellbeing Practitioner (CWP)

Applicant Information Pack



Introduction

I'm delighted you're considering working with us at Centre 33 within the Someone to talk to (North) team.

Centre 33 has been supporting young people in Cambridgeshire for over 40 years. We work closely with around 4000 young people a year offering a safe space where they can receive free, confidential and professional support in a non-judgemental and welcoming setting. Working across the county, we building local relationships and advocating for young people's needs in local services and communities.



Centre 33 has been specifically supporting young carers for over 20 years, and have a dedicated team that aims to make sure that young carers have the same life chances, levels of wellbeing and voice as their peers as well as working with them to reduce the negative impact of their caring responsibilities.

By choosing a career with us you will play an instrumental role, alongside our fantastic staff, volunteers and supporters, in helping us to continue towards our vision of *a future where all young people are listened to, respected and supported.*

Everyone at Centre 33 is passionate about driving positive change to meet the growing need for improved and expanded services to support young people across the county.

I am exceptionally proud to lead Centre 33 and I hope that reading through this pack will inspire you to apply to join us.

Beth Green
Chief Executive Officer

Our History

Centre 33 opened its doors to young people at 33 Clarendon Street on 1st May 1981. *Save the Children* funded our first worker, Maggie Hunter and she quickly recruited a team of volunteers to offer counselling, advice and support to meet the needs of young people in Cambridge.

“It was to be a warm and welcoming space for young people where they could come and be listened to without judgement. All the services were to be free and confidential.”

Now in our 45th year we continue to reflect on what has changed and what has stayed the same over time. We hold true to the founding ethos of Maggie Hunter and her team and still value the rights of young people to have their own space and to be treated as individuals worthy of respect and support.

To date we have closely worked with over 40,000 young people through counselling, support with caring responsibilities, homelessness, sexual health and more.

We now operate in 5 parts of the county including Ely, Wisbech, Huntingdon and Peterborough and continue to advocate for young people’s needs in their communities.



Our Vision, Mission and Values

Our **Vision** is for:

A future where all young people are listened to, respected and supported

Our **Mission** in Cambridgeshire and Peterborough, is:

- to offer young people **support** with their **practical issues** and **emotional needs** that is free, confidential, empowering, easy-access and high quality.
- to actively work with other local services so that young people's **needs are met**, and their **voices are heard**.

We work closely to these **Values**:

YOUNG PEOPLE LED



We treat young people as **unique individuals** and are **led by their needs**. We focus on their **strengths** and **trust** and **support** them to take a central part in deciding what is right for them.

We ask what they want from us and involve them in the **decision making** about our organisation.

STRIVING FOR EXCELLENCE



We are **experts** in our fields, working to evidence-based best practice. We are **forward thinking** - seeking feedback, and continuously **learning together**.

We **care** intensely about our work - we are committed to making a **positive difference** to the lives of all young people.

COLLABORATIVE



We genuinely value our **working community**, and actively **work together** for better outcomes for young people, **speaking out** on their behalf.

We support each other through challenges and **prioritise our wellbeing** as workers.

INCLUSIVE



We welcome all with **no judgement**. Everyone's diverse experiences, qualities and views are important to us.

We are easy to approach, we don't turn away, we **listen** and **support**. We welcome and celebrate **diversity**.

Strategic Plan Goals

Our Strategic Plan outlines our four strategic goals for the next five years. These have been developed through a process of consultation and review with young people, staff and wider stakeholders in the sector.

The goals build on the strong foundations of Centre 33's work and understanding of local needs developed over 40 years; including the significant work of the last three years:

- Delivering support to more young people, with increasingly complex needs from a wider geographical area.
- Responding and adapting our services and ways of working in response to COVID-19.
- Working with local partners to strengthen the local system of support for young people, through sharing best practice/data, co-production, and capacity building.
- Strengthening our central resources in admin, HR, data, evaluation, communications and fundraising.
- Rapidly growing our income and delivery teams to meet the above demands.

Our four strategic goals fall into areas of impact and areas that enable the impact of our work.

Impact Goals

All young people across Cambridgeshire and Peterborough can **receive holistic support that is accessible, high quality, impactful, targeted and led by them.**

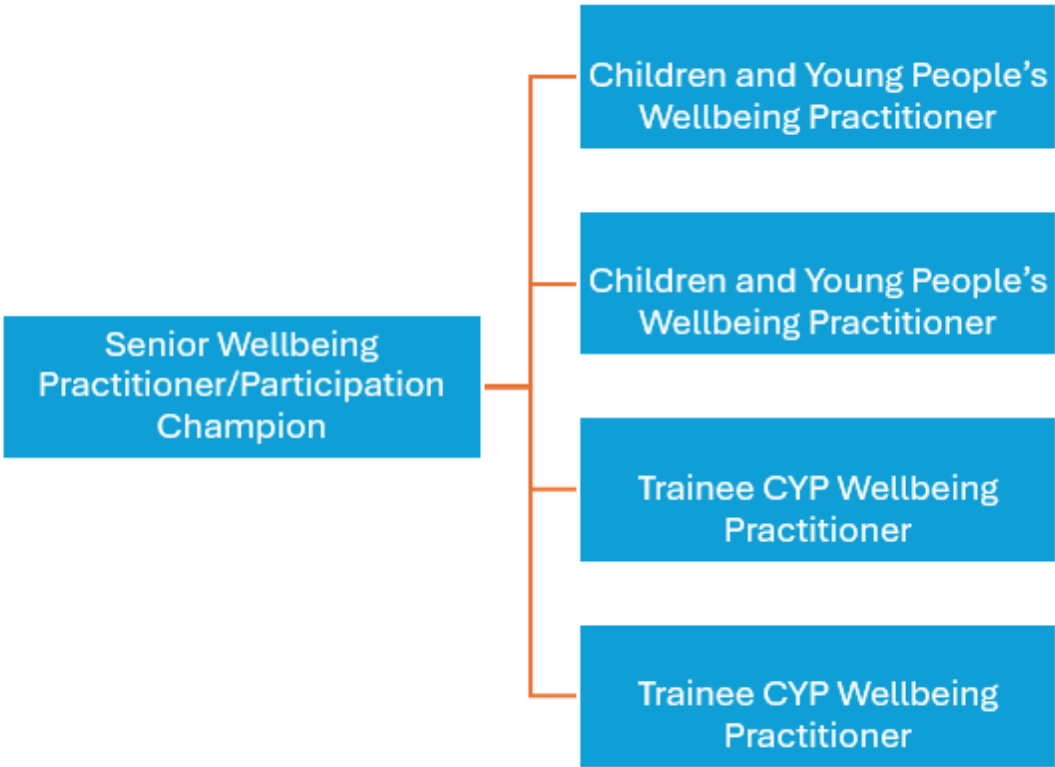
Centre 33 advocates for positive change for young people through dissemination of knowledge and best practice, and collaborative working to ensure high levels of understanding of their needs and clear pathways of support.

Enabling Goals

Centre 33's workforce and governance is high quality, stable and diverse: working in quality community-based hubs and practices.

Centre 33 has financial stability over at least a five- year period; achieved through a clear vision, adequate resources, compliance with best practice and legal requirements; and an established funding mix.

Wellbeing Team Structure



Wellbeing Practitioner (CWP)

Job Description

Key Terms and Conditions

Centre 33 is an equal opportunities employer. We are keen to encourage applications from a diverse range of people without regard to age, ethnicity, religion, sex, sexuality, gender reassignment or any other protected status.

Hours	35 hours (Full Time)
Duration	Permanent
Responsible to	Team Lead
Location	This role requires working every day from our Centre 33 hubs. The postholder will be based in our Peterborough and Huntingdon hubs, with travel across Cambridgeshire and Peterborough as necessary.

Purpose of the Role

The post-holder will be a qualified CWP/EMHP and work within Centre 33's multi-disciplinary 'Someone to Talk to Service'. You will deliver guided self-help interventions to young people aged 13-25, who have opted for this type of psychological support either through our internal self-referral route (Someone to Talk To Drop-in) or through professional and self-referral routes via the YOUNited partnership.

You will collaborate with colleagues across Centre 33 services to create a broad and flexible offer to meet increasing service demands. This will include but is not limited to delivery of individual case work; group work; workshops and webinars and the designing and producing of psychoeducational resources using various media formats.

Training and Development opportunities exist to incorporate delivery of a Single Session Thinking approach to the role.

You will be confident assessing and managing risk and Safeguarding concerns and making onward referrals or liaising with other professionals as appropriate. You will support the wider work of the team, and the continuous development of the service. You will also represent and promote needs of young people/Centre 33 in relevant networks or initiatives.

You will be expected to bring to this role the necessary knowledge, attitude and capabilities to operate effectively in an inclusive, value driven service.

You will work to Centre 33's values of being young people led, collaborative, inclusive and striving for excellence.

Your Accountabilities, Responsibilities and Principle Duties

Service Delivery

- Work collaboratively within a multi-disciplinary team in Centre 33's Someone to Talk to Service to provide excellent, safe, responsive and impactful support to young people aged 13-25 who are experiencing a range of mental health and emotional difficulties.
- Assess and deliver guided self-help interventions to a caseload of young people, adapting materials and approach to individual needs and communication styles, and working in partnership with them towards agreed outcomes.
- Deliver sessions face-to-face and online, via video platforms or phone, as needed.
- Work in a highly relational way to ensure a foundation of psychological safety is created in sessions.
- Ensure that client confidentiality is protected at all times.
- Support and empower young people to make informed choices about the intervention, promoting agency throughout.
- Incorporate outcome measures and feedback processes into sessions in a collaborative, meaningful way, following Centre 33 procedure and best practice.
- Operate at all times from an inclusive values base, which recognises and respects diversity.
- Embody our young-people-led approach throughout your work with young people by: actively listening; promoting agency and choice; undertaking collaborative decision-making; seeking and responding to feedback; and advocating for their needs.
- Assess and integrate issues relating to a young person's holistic needs into the overall therapeutic process.
- Undertake regular and robust risk assessments during work with young people and ensure effective management and recording of risk. Escalate risk or Safeguarding concerns and, where appropriate, liaise with external professionals and/or complete onward referrals.
- Through close case management and supervision, escalate cases where the level of need becomes beyond scope, or more severe, ensuring adherence to other relevant elements of service delivery.
- Signpost or refer young people to alternative support where appropriate.
- Adhere to an agreed activity contract relating to the overall number of young people contacts offered, and sessions carried out per week in order to improve timely access and minimise waiting times.
- Bring creative thinking and ideas into practice therefore extending the wellbeing offer and GSH principles outside of individual casework e.g. workshops, resources, presentations.

- Attend internal and external multi-disciplinary meetings relating to referrals or young people, where appropriate.
- Ensure accurate and timely records of sessions, outcome measures and other contacts are made on our CRM system, and other required data is collected and recorded.
- Follow administration processes effectively to ensure the smooth-running of the service.
- Have an openness to learning and developing, including learning from feedback and engagement/non-engagement, and reflection on what has worked well and what hasn't in your interactions with young people.
- Engage in regular clinical supervision and case management reviews to enhance the therapeutic support for young people and to ensure safe practice.
- Be adaptable and flexible to the needs of the multidisciplinary service in which you are based, being open to taking on occasional tasks deemed appropriate outside of this job description.

Professional and Organisational

- Ensure clear professional objectives are identified, discussed and reviewed with a line manager on a regular basis as part of continuing professional development.
- Ensure the maintenance of standards of practice according to Centre 33 and any regulating, professional and accrediting bodies.
- Maintain up-to-date knowledge of legislation, national and local policies, procedures, and recommendations in relation to children's mental health and social care needs.
- Participate in individual performance review and respond to agreed objectives.
- Keep up to date all records in relation to Continuous Professional Development and ensure personal development plan maintains up to date specialist knowledge of latest theoretical and service delivery models/developments.
- Attend and participate in team and organisational meetings, training days and events, as required.
- Attend and actively engage in regular 1-to1 support with your line manager, regular clinical supervision and reflective practice spaces.
- Attend relevant trainings and workshops in line with identified professional objectives.
- Be an active participant in the wider teams, sharing knowledge and skills and being a supportive colleague.
- Be mindful of resources within the organisation and prioritise the available resources appropriately.

- Undertake all duties in accordance with Centre 33 policies and procedures, with particular reference to the Equality and Diversity, Safeguarding, Information Governance and Health and Safety Policies.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- Undertake any other duties, as appropriate to role, as agreed by Centre 33 Heads of Service.
- It is the responsibility of all staff that they do not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

Service Support and Development

- Support the work of wider teams within the Someone to Talk to Service and Centre 33, and the general smooth-running of the hubs, including helping to cover where we have gaps and contributing to communal tasks.
- Support a culture of shared responsibility for health and safety practices, risk management or safeguarding – supporting colleagues as needed, reporting any concerns to line management and taking immediate action as required.
- To use a broad theoretical knowledge base and specialist therapeutic skills to develop and support the skills of other team members as appropriate, and contribute to the development of mental health and therapeutic support to young people aged 13-25.
- Provide support and guidance to trainee wellbeing practitioners, including supporting inductions and 'buddy' system throughout the year.
- Support the service understanding of barriers young people experience to access support, strive to increase the accessibility of the service with a particular focus on under-represented communities.
- Promote the involvement of young people in planning, delivery, and evaluation of services.
- Learn from best practice, including external quality standards and practices, and take part in quality processes such as audits.
- Support the monitoring and evaluation of the service by ensuring relevant data and feedback is collected and recorded and ensuring we learn from evaluation.
- Contribute to the continuous development of the service, providing feedback and input where requested, and proactively making suggestions for improvement.

Communications and Stakeholder Engagement

- Keep up to date with knowledge, issues and external developments that may impact on your work area.
- Maintain a good knowledge and understanding of young people's support services and pathways, in the statutory and voluntary sector, to ensure appropriate signposting and referrals.
- Represent and promote needs of young people/Centre 33 in relevant networks or initiatives to share our experiences and also to bring learning back to the organisation as appropriate.
- Support and assist promotion of the service through workshops and events.
- Liaise with other agencies and providers, both locally and nationally to enrich and promote the work of Centre 33.

The postholder may be expected to undertake other duties from time to time, under the direction of the Team Lead, relevant to the grading of the post.

Young People's Wellbeing Practitioner (CWP)

Person Specification

We are looking for a warm and approachable team player who can inspire and motivate others and works well under pressure

Criteria	Essential	Desirable
Qualifications	• Child and Young Persons Psychological Wellbeing Practice PG Certificate / Diploma or equivalent i.e. EMHP.	
Experience	• Evidence of working with children and young people, aged 13-25, particularly those who have mental health difficulties. • Experience of working in mental health or related services. • Experience of delivering adolescent guided self-help interventions to support anxiety, low mood and other areas of wellbeing.	• Experience of working in the voluntary sector. • Experience of working in a service where agreed targets in place to demonstrate outcomes. • Experience of delivering phone / online video support. • Experience of using outcome measures and feedback processes.

	• Experience of undertaking needs assessments and risk assessments. • Experience of working within child protection and safeguarding procedures.	• Experience of using CRMs / databases and recording session notes.
Knowledge / Skills/ Ability	• Current knowledge of young people's mental health challenges (e.g. anxiety, low mood, self-harm). • Ability to engage with young people aged 13-25 and to adapt approach to meet individual needs. • Ability to encourage, motivate and support young people to ensure positive help seeking experiences and engagement. • An understanding of and commitment to Equality, Diversity, and Inclusion principles and practice. • A good understanding of confidentiality and data protection. • Excellent communication skills both verbally and in written communications. • Ability to personally manage a sensitive and potentially emotionally charged caseload. • Flexible and creative approach to mental health service delivery. • Good organisational skills and ability to manage own time / workload, to prioritise and to plan ahead. • Excellent IT skills – confident and able to use Microsoft apps such as	• Current knowledge of other relevant local services, including mental health services and social care.

	Word, Teams and Excel, as well as CRM / database systems.	
Personal Qualities	• Highly committed to supporting improved wellbeing for young people • Ability to demonstrate working within Centre 33's values. • Self-motivated and flexible, with a positive approach to your work. • A team player – working proactively and collaboratively with others; willing to help and support as needed. • A genuine commitment to continuous personal development – an ability to reflect on your own practice, to seek and respond to feedback, and willingness to regularly update skills and knowledge.	
Other	• The ability to work evenings and/or Saturdays as required. • Willingness and ability to travel to different locations within Cambridgeshire and Peterborough as needed. • Commitment to working for a third sector organisation, and an understanding of the needs/challenges involved.	• Full drivers license and access to a car.

The successful candidates will receive a range of benefits including:

- competitive salary
- generous pension contribution
- excellent on-going training and development opportunities
- support from an established and reputable team
- company sick pay post probationary period
- team days and activities
- wellbeing focus

- 25 days holiday increasing to 30 after 5 years' service (plus bank holidays)
- holiday buy
- paid long service sabbatical leave
- employee referral scheme
- employee assistance programme

All roles at Centre 33 may involve access to information about young people and as such all new employees and volunteers will be subject to an enhanced DBS check. **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature of the position and circumstances and background of your offences

Further Information

Equality, Diversity, Inclusion and Belonging at Centre 33

Centre 33 is committed to encouraging equality, diversity and inclusion among our workforce and users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and for each employee, volunteer and service user to feel respected.

Our over-arching goals are:

- We encourage equality, diversity and inclusion in the workplace and create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- We commit to **actively reaching out to all communities** of young people, investigating how we can welcome them to our services and breaking down any barriers to access.
- We commit to **challenging** instances of any power **imbalances** that may leave some people in our services or on our team at risk of harm or disadvantage.
- We commit to valuing and **improving diversity in our workforce**, governing body and volunteer base—we want to reflect the communities we work with.
- We commit to **using language and communications that don't alienate**, discriminate against or misrepresent any group.

Safeguarding Statement, Rehabilitation of Offenders Act 1974

All staff and volunteers at Centre 33 undertake an enhanced DBS Check. **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature, circumstances and background of the offenses. If you have a criminal conviction, other than those spent under the terms of the Rehabilitation of Offenders Act 1974, please contact hr@centre33.org.uk and they will confirm the process for confidentially informing us.