

## JOB DESCRIPTION

**Job Title:** Young Person Worker

**Responsible to:** Family Services Manager

### Job Purpose

The post holder will:

- Work in partnership with all Acorns teams/volunteers, ensuring that the specific needs of the young people and their families are met in line with the strategic objectives of Acorns.
- Will work alongside the Organisational Lead for Young People and their respective direct Manager to advocate for young people and champion the provision of services, appropriate to their needs.
- Delivers a means by which young people can have a voice in the organisation, offer user feedback and demonstrate user involvement.

### Main Duties:

1. Work in partnership with all Acorns teams/volunteers, ensure that the specific needs of the young people and their families are met in line with the strategic objectives of Acorns and to deliver operational objectives.
2. Advocate for the needs of young people within the hospice environments in order to continually improve their hospice experience.
3. Work directly with family members (parents and siblings) in promoting preparation for adulthood.
4. Support the Organisational Lead for Young People and Transition to develop and evolve a strategy which meets the needs of young people, work with the respective Family Service Manager to deliver this operationally across Acorns.
5. Under guidance of the Family Services Manager, plan, develop and deliver operational objectives such as; 1:1 individual therapeutic based support, solution focused support which recognises the goals and aspirations of young people, bespoke group work opportunities that will enable emotional support and opportunity to think about preparing for adulthood and transition.
6. Plan and deliver initiatives in or outside of the hospice in which young people can have a voice in the organisation, offer user feedback and demonstrate user involvement i.e. Forums and Newsletters.
7. Promote and facilitate external partnerships to meet operational objectives.
8. Ensure that feedback received from young people is disseminated accordingly to the appropriate manager, teams and steering groups.
9. Facilitate the Young Person Interest Group or Forum in the hospice.
10. Engage in training appropriate to your role and as authorised by your manager.
11. Provide reports, statistics and written information as requested by your Family Services Manager or Deputy Director of Care.
12. Act as a representative of Acorns Children's Hospice Trust at public meetings events/conferences as directed.

13. Every employee has a professional responsibility to maintain an up-to-date knowledge and awareness of safeguarding children and safeguarding vulnerable adults in order to ensure that appropriate steps are taken in line with hospice policies.
14. Receive regular management supervision from your line manager.
15. Participate in research and development as required.
16. To attend Panel meetings as appropriate.
17. Ensure that Azeus/client files are correctly maintained with appropriate and up-to-date information.
18. Compile and maintain a resource of valid health/social information for young people in the hospices, to include the mapping of services that support young people as they transition into adulthood and adult services.
19. Provide support and advice to Acorns employees in their approaches to working with young people.
20. Work irregular and flexible hours as required to fulfil primary tasks, including evenings, Bank Holidays and weekends.

### **Other Duties**

1. To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
2. To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
3. To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
4. To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
5. Ensure that our services are young person centred and led and to promote and maintain a healthy therapeutic environment, both within Acorns and in all of our external contacts with families.
6. Be aware of and comply with Fire Regulations within the Acorns buildings.
7. Carry out risk assessments as required.
8. To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
9. To be innovative, commit to continuous learning, researching new ideas, monitoring new technology advancements, sharing good practice across the team and colleagues.
10. Promote a coaching culture within Acorns and provide coaching expertise, where applicable, as a resource across the organisation.
11. Carrying out any reasonable duty as requested by your line manager.

*Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.*

## **PERSON SPECIFICATION – Young Person Worker**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Professionally qualified to degree level in a field such as Social Work, Community Nursing, Youth Work, Counselling, Play Therapy.</li> </ul>	<ul style="list-style-type: none"> <li>• Bereavement and Loss Counselling.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in organising and implementing programmes of activity for young people.</li> <li>• Experience in youth-involvement work.</li> <li>• Up to date knowledge of Safeguarding.</li> <li>• Experience of providing therapeutic based support for young people.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of work for a voluntary agency.</li> <li>• Experience of supporting young people who have experienced loss/bereavement</li> <li>• Experience of working in a multi-disciplinary team.</li> <li>• Experience of working with young people who have complex health needs and/or disabilities/Learning difficulties.</li> <li>• Experience of supporting young people transitioning into Adult Services.</li> </ul>
<b>Skills and Ability</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills and ability to engage and build rapport with young people and team members.</li> <li>• Planning, organising and coordinating.</li> <li>• Ability to work creatively with young people &amp; their families.</li> <li>• Group work skills.</li> <li>• Ability to work as a member of a multi-disciplinary team.</li> <li>• Holistic approach.</li> <li>• Flexible and used to working on own initiative.</li> <li>• Liaison with other professionals and external agencies.</li> <li>• Competent IT skills with windows based programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• Counselling skills.</li> <li>• Awareness of working with interpreters.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Ability and willingness to undergo further appropriate training.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to train others.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work under pressure and to be able to tolerate stress within themselves and others.</li> <li>• Ability to travel around the Acorns region independently.</li> <li>• Required to work flexibly including unsociable hours.</li> <li>• Commitment to equal opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• To be able to support individuals who express strong emotions.</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Will challenge the status quo</li> <li>• Positive, enthusiastic approach &amp; can-do attitude</li> <li>• Curious, always seeking to understand and improve experience of customers</li> <li>• Open to change and continuous improvement</li> <li>• Innovative mindset and passionate about learning</li> <li>• Commitment to the Acorns strategy &amp; its success</li> </ul>	

## **TERMS AND CONDITIONS OF EMPLOYMENT**

**POSITION:** Young Person Worker

**REPORTING TO:** Family Services Manager

**LOCATION:** Acorns in the Black Country Hospice  
Walstead Road  
Walsall  
WS5 4NL

**HOURS OF WORK:** 37.5 hours per week  
Some evening and weekend work will be required

**SALARY:** £27,000 to £37,000 per annum

**ALLOWANCES:** Extra duty £1181 per annum

**NOTICE PERIOD:** 8 weeks

**HOLIDAYS:** 35 days (262.5 hours) per annum, inclusive of bank holidays

**PENSION:** Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in this scheme)

**LIFE ASSURANCE:** Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

**All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.**