

Job Pack: Emerge QEQM Youth Support Worker

What is Emerge Advocacy & what do we do?

Emerge Advocacy is a registered charity, set up in 2016 in the Royal Surrey County Hospital. We enable trained youth work staff and volunteers to support young people who are attending A&E because of self-harm, overdose or suicide attempt. We are available in the hospital 7pm – 11pm although we are flexible with these hours, staying later to support young people where this is needed. We also offer support during the daytime wherever possible.

Our team's informal yet informed approach enables us to come alongside vulnerable young people in a unique way, being a voice of comfort, information and hope. Sitting with them in hospital, we listen to young people, get to know them and encourage them to express their feelings, needs and wishes to other professionals seeking to care for them. We can explain the hospital assessment process to the young person and help them understand what is happening and what to expect. We also explain and help them understand things other professionals are saying to them and can act as a go-between or advocate where necessary. We do this with the aim of easing the young person's journey through a mental health crisis admission and to help them engage as fully as possible with statutory services so they can get the best care and help going forward.

We continue to work with many of these young people after their discharge for up to three months to catch up, listen, and be an encouragement. We talk with them about their care / treatment plan, working with them to overcome any barriers to their engagement with it. We do all we can to help them get the most from support offered to them by statutory services and in the community, including accompanying them to first appointments where necessary.

We are committed to excellence in our youth work and our interactions with professionals and all our stakeholders, taking seriously our responsibilities in safeguarding and proper governance.

Our vision is to meet young people at the point of crisis to be a friend and advocate, ultimately a voice of hope which accompanies them in their first steps towards recovery.

We are a Christian Charity, it is the reason we do what we do and it's why we are passionate about supporting and caring for all young people of all faiths and none. The work is firmly rooted in local community which speaks volumes to young people when they realise that the person supporting them is giving their time freely to do so. We're motivated by our ethos and values and are passionate about supporting those who are faced with adversity. We are here to offer care and compassion indiscriminately and we let our actions speak. We lead through example, so it is important that all our staff and volunteers are committed to the ethos and values of Emerge. As an employer we are committed to inclusivity we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from disabled and black, Asian, and minority ethnic candidates. We value diversity and encourage volunteers of all ages and abilities from all sections of the community. Please note we can only accept applications if you have the right to work and/or volunteer in the UK and Ireland. If you fit this description, and you have a genuine concern for young people in crisis, we would love for you to consider applying to work with us.

Our journey so far

Origins: During 2014 and 2015 our Founder, Joy, saw a need for this type of support through experiences as a youth work. She shared the idea and it began to gain traction. Joy built initial relationships with her local hospital and started to gather a small team of volunteers.

2016-17	2017-18	2018-19	2019-20	2020-21	2021-22	2022-23
<p>Emerge first opens at the Royal Surrey Hospital in Guildford, Surrey, just 3 nights a week</p> <p>We begin supporting young people and getting to know staff in the hospital and gaining experience</p> <p>Our team of volunteers grows as we recruit volunteers from churches across Guilford and gain funding for a youth worker</p>	<p>The Royal Surrey work grows and opens six nights of the week</p> <p>We share our model to explore setting up a project in St Peter's Hospital, Chertsey run by local charity east to west</p> <p>Other hospitals express interest in having Emerge too</p> <p>We develop our self-harm insight training into a package</p>	<p>The project at St Peter's launches in April</p> <p>We enter and win the Cinnamon Network's Project Lab and begin to prepare to replicate more widely</p> <p>We work with Medway Public Health to explore setting up a project at Medway Maritime Hospital</p> <p>We win the Patients' Choice Award at the Royal Surrey Stars Awards</p>	<p>Emerge Medway launches in April</p> <p>During Covid, we switch to a remote support model and are busier than ever supporting young people</p> <p>News about our work spreads further and we begin to be approached about new projects</p> <p>We are approached by Frimley and Epsom hospitals about working there and are successful in securing grant funding to make this possible</p>	<p>We welcome new team members and our projects in Frimley and Epsom launch in December 2020 and January 2021 respectively</p> <p>We grow our core staff team to support our growing charity</p> <p>We work with Medway Public Health to launch projects in Darent Valley hospital and Tunbridge Wells hospital.</p> <p>We are awarded the Queen's Award for Voluntary Service</p>	<p>We secure funding and launch Emerge East Surrey in August 21, meaning there is now an Emerge project in every Surrey hospital</p> <p>We assess our infrastructure and plan for growth, reviewing our leadership structure and internal processes</p> <p>We are approached to work within Wexham Park Hospital in Slough and launch this project in Feb 22</p> <p>We are asked to bid for funds to expand into East Kent</p>	<p>We move into our own office base for the first time</p> <p>We are successful in funding for East Kent and recruit new senior leadership colleagues, Project Leads and Youth Support Workers</p> <p>We run workshops for parents and professionals, sharing insights and tools to help young people</p> <p>We speak at two national conferences about youth work in healthcare</p> <p>We are finalists in the BBC Making a Difference awards</p> <p>We continue to work hard, trust God and see what happens...!</p>

Our Team

Joy Wright is Emerge Advocacy’s Founder and CEO. She was Project Lead at the Royal Surrey until 2018, when we then started bringing people onto the staff team who began to take on roles and tasks to allow Joy to focus on setting up more Emerge Projects in NHS Trusts across the region and country, thereby growing our services through replication. On a day to day basis, Emerge is led by a dedicated leadership team and Area Managers who work closely with local project teams. Each hospital project has a Project Lead who is the senior youth worker for that project and supports a team of volunteers and youth support worker(s). Emerge Advocacy is a registered charity (1171851). We have a very committed and dynamic board of trustees, led by our Chairperson, Kevin McCormac CBE. Our trustees bring a variety of areas of expertise including law, safeguarding, project management, grant making, and NHS operational management.

The following pages hold the specifics of the role and the skills and experience needed. Please take time to digest the information and, if you choose to apply, refer to how you meet the personal specification in your application.

For an informal conversation about any aspect of this role, please contact Chloe Ewen - chloe@emergeadvocacy.com.

(Please include our Office Manager, Carolyn in any emails about this role) – recruitment@emergeadvocacy.com

Thank you for your interest in this position, we very much hope to have the opportunity to explore it with you.

The Role

Job title:	Emerge QEQM Senior Youth Worker
Hours per week:	7 - 28 hour roles (flexible options)
Full Time Equivalent Salary	£25,012
Hospital project:	Queen Elizabeth Queen Mother (QEQM)
Application deadline:	27th May, if we receive a suitable application we may interview and hire someone before this date.
Interview date:	TBC
Start date:	ASAP

The 2 women I saw were lovely and kept me distracted from the reason I was in A&E and they stayed with me for hours.

It was so lovely to talk with them and not sit on my own in the waiting room.

Thank you so much.

Jenna, age 21

We have an exciting opportunity to join the team at Emerge Queen Elizabeth Queen Mother (QEQM) funded by NHS Charities Together!

The Youth Support Workers will work closely with the volunteer team to run the project, tailoring it to the requirements of the hospital and the needs of young people, and working in partnership with statutory support services. Line managed by the Emerge Kent Area Manager.

At first, the role will be entirely community-based, working with young people who have recently been to A&E because of self-harm, a suicide attempt or emotional crisis. We are working on getting the project up and running on site within QEQM, as with our other projects in Kent and Surrey. Once this happens, our team will also go into the hospital during the evenings to support young people who are there in crisis. As such, there will be a combination of daytime and evening work which will be discussed at interview and reviewed at regular intervals. We would agree set working days as a general pattern, but we all work flexibly to accommodate meetings which fall outside of this and manage our diaries accordingly. Our team all travel for meetings and to meet with young people, and we would anticipate it being necessary for the post holder to drive and have access to a car for work to facilitate this.

We have a total of 28 hours a week available, which could all be done by one person, or split between two people, with the minimum weekly contract available being 7 hours per week. There may be some further hours available as the project develops. Emerge QEQM is a new project and this is a great opportunity to be part of something new, working with a supportive team to see the work flourish and reach young people in East Kent.

Once we get the hospital-based work set up, all Emerge youth workers (staff and volunteers) will go through a process with the hospital in which they are asked to become registered to work in the hospital itself. This involves references, Occupational Health clearance and attending the NHS Trust induction day. All roles are also subject to a DBS check, carried out by Emerge Advocacy.

It will be important that the post holder is able to work from home, which includes having a space where it will be possible to have confidential conversations when necessary.

There is a full breakdown on the following page, outlining the various elements of the role and the skills and experience we're looking for. Full training and support will be provided.

This role will have a probationary period of three months. We reserve the right to close to applications before the deadline if we have enough suitable candidates.

Job Description

Emerge is planning to launch this project in 2024 by employing Youth Support Workers in the Margate area who will spend their time, meeting up with young people who have recently been in crisis with their mental health or emotional wellbeing, offering support. This may be meeting with them in a cafe or coffee shop for a chat, or going for a walk together. We normally work with young people on a weekly basis for around three months but can extend this if the young person needs it.

We are working on getting our service into QEQM Hospital and, once this happens, some evening work would be part of the role. This would be one evening a week for part time roles, or two evenings a week within a fulltime role.

The aim of the support is to help young people know they are valued and cared for. To give them a supportive, safe and friendly adult to talk through their thoughts and feelings with. To help them find and utilise healthy coping strategies to cope with tricky thoughts and feelings. To help them connect with other sources of support which can help them going forwards to set them on a new trajectory.

We are looking for the post holder to take up their role as soon as possible to allow time for training and to enable the project to launch swiftly.

Ongoing Project Development

With the supervision and support of Emerge Advocacy's Exec Team:

1. Continue to develop relationships with community groups, churches and other external stakeholders, including speaking engagements to raise the profile of the project, recruit volunteers and to encourage financial support of the work.
2. Develop a team of volunteers alongside the Kent Volunteer Manager, coordinating monthly team meetings for training and support.
3. Record and report data and statistics on the work delivered and associated outcomes.
4. You will have a work phone to answer calls and texts during project opening hours, arranging follow-up support for young people.

Personal Development

5. Meet regularly with your line manager for supervision, support and training. Some meetings will be in person, others by video call.
6. Participating in the life of the team, in particular, supporting volunteers when they are on duty and seeking insight for the situation and the work in general.
7. There is the option to receive coaching from a professional Coach to help discern and work towards personal development goals
8. 1 - 2 wellbeing days a year depending on contracted hours.

Community based youth work

1. Meeting young people outside of hospital once they have been discharged to provide follow up support and encouragement.
2. Where needed / possible, accompanying young people to community based mental health appointments to provide moral support and to input into discussions where appropriate.
3. Speaking with key professionals working with each young person, (i.e. Care Coordinator / Social Worker) to inform them of Emerge's existence and identifying the best ways in which Emerge's support may complement their care plan. Relaying, where appropriate, information from this discussion to the young person to aid their understanding of the support that is available to them and the plans that are being made.
4. Helping young people overcome barriers to engagement with education or employment by acting as an advocate where necessary, and helping young people feel empowered to become problem solvers
5. Helping young people connect with resources in their community such as youth clubs, sports groups, interest groups etc, where they may build positive relationships and learn new skills

6. Helping young people recover a sense of hope for their future, understanding what this might look like for them and what small steps they can take towards it

Hospital based youth work – once established

Following training, and with the guidance of the Emerge Advocacy's Exec Team, to offer relational support to young people for the duration of their time in hospital by:

1. Being a friendly face, building good rapport with a young person, giving them time and space to express their feelings and circumstances.
2. Providing information to the young person about the processes and assessments involved in their care whilst at hospital, finding out details from staff where necessary.
3. Being available to accompany young people during treatment and assessments where appropriate, acting as an advocate where necessary.
4. Working within the Safeguarding and Lone Working Policies of Emerge Advocacy and the hospital.
5. Interacting sensitively with young people's family or friends who are accompanying them.
6. Where possible, being involved in discussions and plans for a young person's discharge from hospital, explaining to the young person about decisions that are being made about them and helping the young person to voice their own wishes.
7. Helping young people engage with treatment offered to them by mental health services or other relevant services, accompanying them to appointments at first if desired.
8. Signposting young people to community groups and clubs where they can pursue hobbies and interests, form more friendships, etc.

It might seem like there is a lot here but don't worry, this is not a list of everything to be done in the first week(!) or indeed all at once rather a list of things that may be included, expected or needed within the role.

Person Specification

Essential attributes	Application	References	Interview
Ability to develop a comfortable rapport with young people experiencing mental health / emotional issues, enabling them to feel safe and valued.	Y	Y	Y
Ability and confidence to build great working relationships with a range of professionals.	Y	Y	Y
Good listening skills and the ability to create a supportive, neutral space help young people recognise and articulate what is important to them.	Y		Y
Awareness of safeguarding matters and willingness to undertake further training in this area.	Y		Y
Ability to keep clear and appropriate written notes and numerical data.			Y
Ability to advocate on behalf of the young person to other adults involved in their care.			Y
Willing and open to learn new skills, embrace challenges and encourage others to do the same.			Y
Ability to work independently, using your own initiative, including working remotely from other colleagues.	Y	Y	Y
Being a team player with great communication and collaborative skills.	Y	Y	Y
Existing local connections in the locality of the hospital, in particular with community groups and local churches groups to facilitate volunteer recruitment.			Y
Awareness of the issues and pressures young people face and the ability to work creatively to help them address and overcome these.	Y		Y
Passion to engage with the issue of self-harm and low self-esteem in young people, to carry hope and faith for breakthrough.	Y		Y
A personal commitment to the ethos and values of Emerge.			Y
Holding a current UK driver's license and having access to a suitable vehicle during work hours.	Y		Y
Desirable attributes			
Local knowledge of opportunities for recreational activity and support for young people.			Y
A working knowledge of mental health services for children and adults.	Y		Y
Local networks relevant to Emerge's work, development or funding.	Y		Y