

Job Pack: Emerge Frimley Senior Youth Worker and Project Lead

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.



The poster features the Emerge logo with a crown icon and the text 'The Queen's Award for Voluntary Service'. Below this is a photo of three young women sitting in a field of red flowers. To the right, it says 'EMERGE A VOICE OF HOPE' and 'Frimley Park' in a handwritten style. A yellow banner at the bottom right states 'Mon - Sat 7pm - 11pm'. A central yellow box asks 'Aged 10 to 25? Self-harming or feeling suicidal? Want someone to chat with?'. Below this, it says 'We are youth workers who are experienced in this area. We can come straight away to be with you. You can call us or ask a nurse to call us on your behalf.' A section titled 'Emerge Advocacy' describes the charity's work. A 'MEET THE TEAM' section shows portraits of Beth, Laurie-Ann, Michael, Kathy, Caz, and Jo. At the bottom, it provides the contact information: '@emergeadv0cacy', '07943 193 727', and 'www.emergeadvocacy.com'.

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.

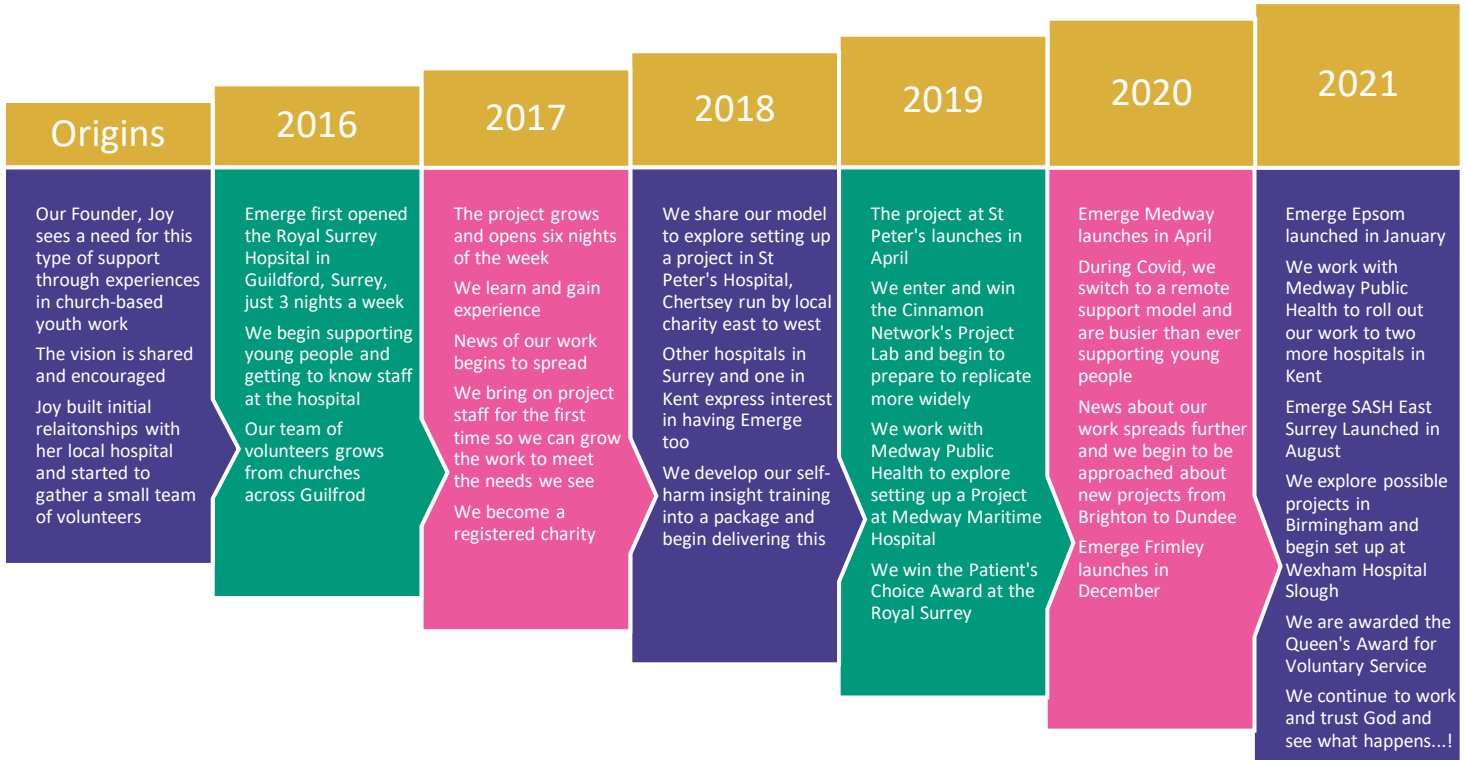
We are committed to excellence in our youth work and our interactions with professionals and all our stakeholders, taking seriously our responsibilities in safeguarding and proper governance.

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.



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 Joy, Elizabeth Butlin (Chief Operating Officer) and Bethany Gorniak (Communications and Development Lead). 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 Elizabeth Butlin - elizabeth@emergeadvocacy.com.

(Please include Abby Newland in any emails about this role) – abby@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 Frimley Senior Youth Worker and Project Lead
Hours per week:	20
Full Time Equivalent Salary	£28,860
Hospital project:	Frimley Park (FPH)
Closing date:	9am, 12 th April 2023

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 Frimley!

The Project Lead 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.

The role will involve a mixture of youth work in hospital, following up with young people post discharge, administration. 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.

This role is 20 hours a week, with the possibility of some further hours as the project develops. Emerge Frimley has been running since 2020 and is open 6 nights a week most weeks. It is anticipated that the Project Lead will work two evenings at the hospital each week and possibly a third evening if they take up extra hours. All project leads must prioritise the team meetings that we have on Wednesdays weekly.

All Emerge youth workers (staff and volunteers) go through a process with the hospital in which they are asked to become registered to work in the hospital where their project runs. 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 and is initially for a two-year period which will be extended as funding is secured.

Job Description

Emerge Frimley is running for six evenings a week, this is currently delivered by the Project Lead and Youth Workers and a team of volunteers who they have recruited from the local community. The project team will normally be available to support young people from 7pm – 11pm, although not necessarily present in the hospital for the whole session if they live nearby.

Emerge projects also offer follow-up support to young people during the daytime. This role may include daytime hours spread over two days for admin and follow-up work, in addition to evening hours for hospital-based youth work.

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 keep running 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. Continue to develop a team of volunteers, 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 be responsible for the Emerge Frimley project phone, being available to answer calls and texts during project opening hours and 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. 2 Wellbeing days a year.

Hospital based youth work

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.

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

It might seem like there is a lot here for a 20 hour a week role, 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