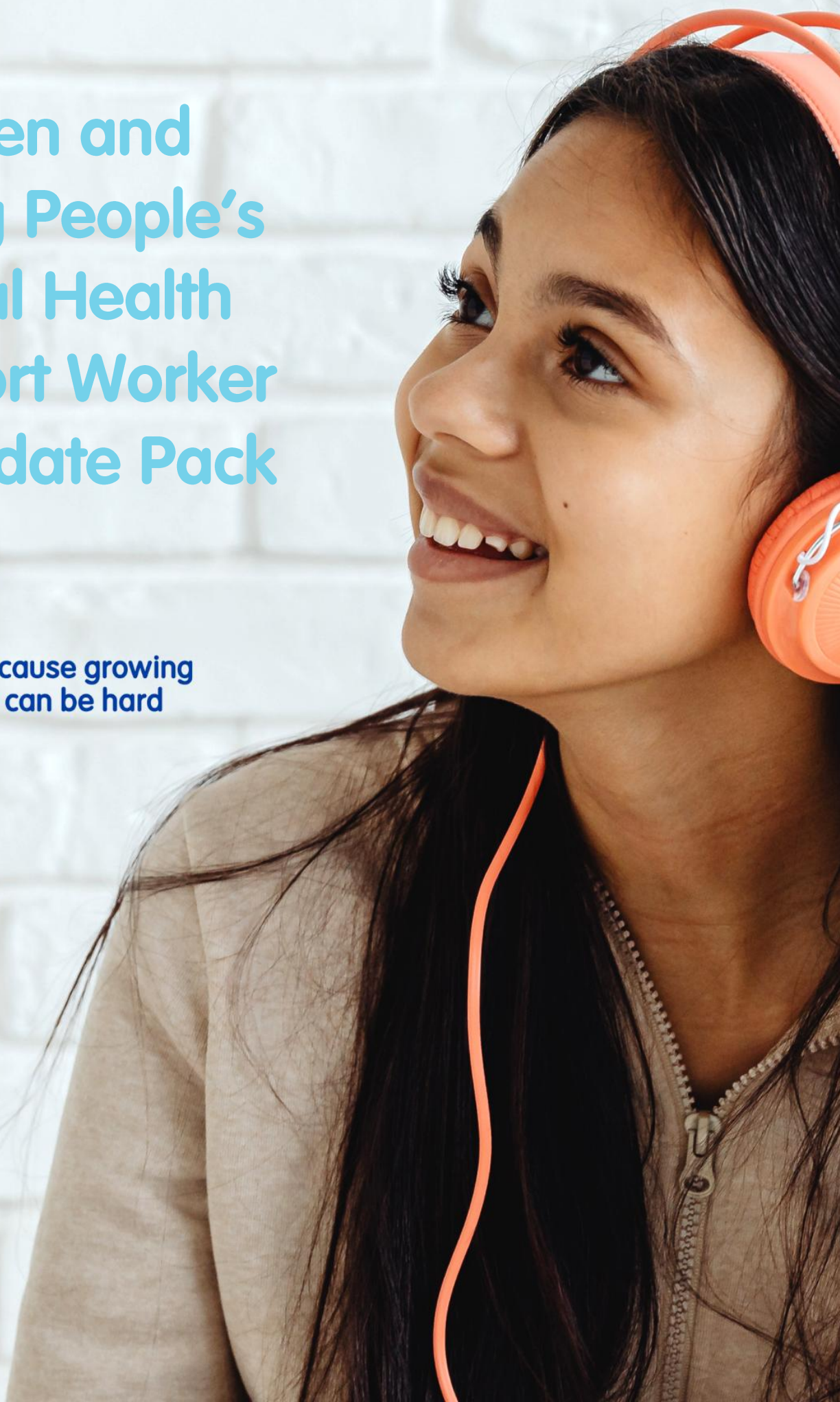
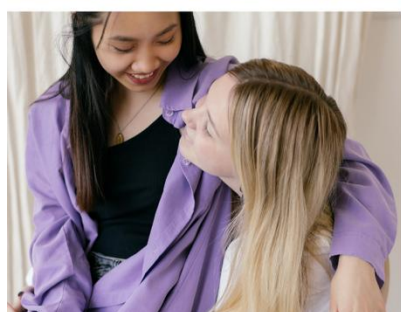


Children and Young People's Mental Health Support Worker Candidate Pack



Because growing
up can be hard





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Welcome to Children North East

Children North East is a large North East based children's charity that works across the region, with some work extending across England, Wales and Scotland. We exist because growing up can be hard. We want all babies, children and young people to be happy and healthy, and to grow up feeling safe and loved, resilient to the challenges they may face, and valued and confident.

We have a strong children's rights ethos and believe that real, lasting social change is achieved when those who are experiencing or have experienced issues lead that change. We work both directly with babies, children and young people, and in their families, schools and communities, delivering services, support and interventions that provide a platform to work through issues, take action and provide tools for individuals and communities to reach their full potential.

Children and Young People's Mental Health Support Worker

Purpose of the Role

North East charities Children North East and Everyturn Mental Health have partnered to open the first North East children and young people's 'Safe Haven', offering mental health support to 13-18 year olds, their families, parents and carers.

This role will provide high-quality 1-1 mental health support for young people who access the Safe Haven service. This will include providing a safe and welcoming environment both in person and online, using effective communication and active listening to understand young people's needs, reduce crisis intensity and develop a safety plan.

The Children and Young People (C&YP) Mental Health Support Worker will work as part of a team, other responsibilities will include engaging with stakeholders, keeping up to date with onward referral pathways and supporting the Team Lead to develop the service.



Salary

£26,038 per annum
(pro-rated for 20 hours per week).

Hours

Up to 20 hours per week/part time. The C&YP Safe Haven is a seven-day a week service and this is a part time role that will operate on a rolling rota that will be mostly weekend and evening (up to 8pm) work.

Length of Contract

Fixed term period until 31st August 2027.

Closing Date

Friday 16th October 2026 at 12 noon.



Our Organisation

Who We Are Today



Our services, support and interventions are delivered to babies, children and young people and their families, from prenatal up to age 25. We have a region-wide presence, with focused activity in Northumberland, and North Tyneside, with an ambition to grow our work and have a stronger presence across the North East in the coming years.

Delivery includes therapeutic services, mental health support, youth work, domestic abuse support, family support, community-based initiatives, participation and consultation activities and our UK wide Poverty Proofing© initiative.

We want to lead systemic change and do this by campaigning on issues affecting babies, children and young people; challenging those in positions of influence at all levels who make decisions affecting the lives of babies, children and young people; and working to influence social policy and system change to address obstacles preventing babies, children and young people growing up happy and healthy.

Where We Are Going

Recent national and global events have seen the need for our services increase within the region and beyond. Our five-year strategy seeks to grow our capacity to meet the needs of babies, children, young people and their families when we can make the biggest impact on their lives.



The strategy, which launched in 2021, focuses on three primary objectives: Sustainability and growth, reach and impact. Key objectives include growing the impact of our work by diversifying our portfolio of activities, bringing in new income streams, growing our audiences and campaigning on behalf of our communities. We also recognise that our power is in our people, so we are investing in strengthening our workforce through different initiatives, from investing in learning and development to developing employee ambassadorship.

You can view [the full 2021 to 2026 strategy on our website](#).

Where We Began



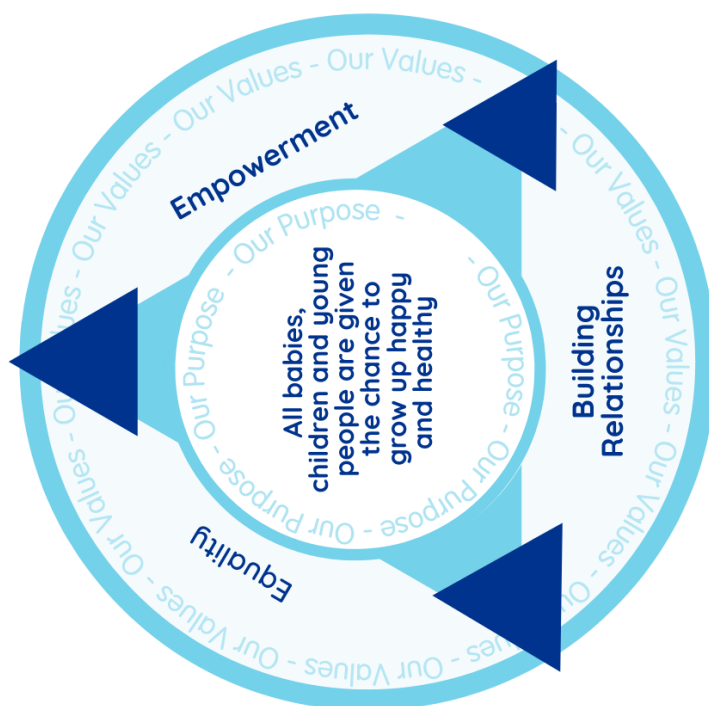
Our charity has been helping children and young people grow up healthy and happy since 1891. Originally named the Poor Children's Holiday Association (PCHA), our purpose was to offer support to the children living in poverty by giving them a 'hand up, not a hand out', an ethos we pursue to this day.

We were founded by John H. Watson and John T. Lunn, who wanted to take action to improve the health of children living in the slums of Newcastle. What started as a single day trip to Tynemouth for 120 inner-city children, caught the public's imagination and very soon weekly trips were being organised, paid for through public donations.

A rich history followed, as the charity grew and innovated to meet the changing needs of children over time, including clubs and community activities, children's homes and TB Sanatoriums. To learn more about our history and what connects the start of our 130-year journey with the charity we are today, watch our short anniversary film [You Are Not Alone](#).



Theory of Change



We want all babies, children and young people to...

Be healthy and happy... and to grow up feeling:

- safe and loved
- resilient to challenges they may face
- valued and confident

Leadership

Campaign on issues affecting the babies, children and young people we support

Challenge those in positions of influence at all levels who make decisions affecting the lives of babies, children and young people

Influence social policy and system change to address obstacles preventing babies, children and young people growing up happy and healthy

Support, Services & Interventions

- Therapeutic Services
- Mental Health Support
- Youth Work
- Domestic Abuse support
- Community based initiatives
- Family Support
- Poverty Proofing©
- Participation and Consultation

Services: Providing a platform to work through issues

Leadership: Working with partners, agencies, local and national government to campaign, challenge and influence

Because growing up can be hard, our work focus on four interconnecting strands

Support: directly with individuals & families

Interventions: We take action with the people we work with to support them to reach their potential

Children and Young People's Mental Health Support Worker

Purpose of the Role

To provide high-quality 1-1 mental health support for young people who access the Children and Young People (C&YP) Safe Haven service. This will include providing a safe and welcoming environment both in person and online, using effective communication and active listening to understand young people's needs, reduce crisis intensity and develop a safety plan.

The C&YP Mental Health Support Worker will work as part of a team, other responsibilities will include engaging with stakeholders, keeping up to date with onward referral pathways and supporting the Team Lead to develop the service.

The C&YP Safe Haven is a seven-day a week service and this is a part time role that will operate on a rolling rota that will include weekend and evening (up to 8pm) work.

Main Responsibilities

- To support young people who access the CYP Safe Haven service according to the service specification and service operating procedures.
- To provide a safe and welcoming environment, both in person and online, for all young people who access the service, using de-escalation skills, active listening and calm communication.
- To work 1-1 with young people and help them develop their knowledge, confidence and skills to manage their mental health, liaising with external services where appropriate.
- To work with young people to co-produce a safety plan, providing guidance and where appropriate signposting around a wide range of issues e.g. mental health, neurodivergence, relationships, family issues, emotional regulation, eating distress, self-harm, self-esteem, identity issues, bullying, loss (this list is an example and is not exhaustive).
- To keep up to date knowledge of relevant onward referral pathways and to engage with relevant stakeholders including parents.
- To keep accurate and up to date records in line with organisational policies.



- To support active participation in ensuring that young people's views, both on existing provision and new developments, are actively sought and acted upon.
- To contribute to monitoring/evaluation reports where required, including gaining feedback/ quotes and photographs from young people, as appropriate.
- To respond to and report any safeguarding concerns to your line manager, ensuring compliance with Children North East's safeguarding policy and procedures, to promote a positive culture of safeguarding children, young people, and adults.
- To develop your own skills to enhance performance through participation in supervision, appraisal and attendance at training.
- To work autonomously and manage your own workload.

Operational Systems

- To work within the policies and procedures of Children North East in relation to risk assessment, health & safety, safeguarding and confidentiality.
- To work at all times within an equal opportunities framework to actively ensure that the CYP Safe Haven is a welcoming and accessible place for young people.
- To adhere to lone working, risk assessment and health and safety policy and procedure.
- Employees have a statutory duty to take reasonable care of themselves and others who may be affected by their acts or omissions at work.

Essential Experience, Knowledge and Skills

- Experience of delivering mental health and/or wellbeing support to young people via 1-1s, group work or online.
- Knowledge of the issues affecting young people's mental health and wellbeing.
- Ability to triage referrals, assess need and support the co-ordination of referral pathways.
- Ability to inspire, motivate and empower young people.



- Knowledge of therapeutic interventions for young people experiencing mental health distress.
- Awareness of safeguarding procedures and responsibilities – full training will be provided in relation to Children North East's policies and procedures.
- Ability work autonomously, prioritising and managing own workload and time efficiently and effectively.
- Ability to use supervision and develop reflective practice.
- Ability to form positive working relationships with young people, colleagues and other professionals.
- Ability to work in a challenging and changing environment.
- Ability to keep accurate records and complete monitoring and evaluation in an electronic case management system within agreed deadlines and to work within the confines of confidentiality.
- Ability to manage information within legislation, policy and good practice frameworks.
- Excellent communication skills.
- Willing to undergo further training and development as required.
- Must be able to work flexibly to meet the demands of the post including regular evening and weekend work.
- Must share the values, aims and objectives of Children North East.

Desirable Experience, Knowledge and Skills

- Minimum of 2 years' experience of working with children and young people experiencing mental health difficulties in an education, social care or youth work setting, including those with SEND or neurodivergence.
- Have a youth, early years or family work related qualification level 2 or above.



- Experience of working with young people or families in underserved communities e.g. looked after children, LGBTQ+ young people, those living in poverty or other minoritized groups.

Health & Safety Roles & Responsibilities

- Employees/sessional workers have a statutory duty to take reasonable care of themselves and others who may be affected by their acts or omissions at work.
- Employees/sessional workers must also comply with Children North East's health and safety arrangements.

Additional Duties

- The work of Children North East involves a variety of tasks and responsibilities and in many circumstances, these can be unpredictable and varied. All staff are therefore expected to undertake work which may not be specifically covered in their job description. Any additional duties will normally be compatible with the regular tasks and responsibilities. If the additional responsibility or task becomes a regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff.



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REGULATOR**



Reward, Benefits, Terms and Conditions

Salary

£26,038 per annum (pro-rated for 20 hours per week).

Hours

The working week is up to 20 hours for this post which is part-time against full-time hours of 37. The C&YP Safe Haven is a seven-day a week service and this is a part time role that will operate on a rolling rota that will include weekend and evening (up to 8pm) work. We are very proud to be a flexible employer. Please feel free to discuss any flexible working requests at interview.

Place of Work

This post is based at Children North East, 14 Regent Terrace, Gateshead, NE8 1LU but you will be required to work from Newcastle Safe Haven premises also as required.

Length of Contract

Fixed term period until 31st August 2027.

Holiday Entitlement

Full time employees are entitled to 30 days a year plus statutory and general national holidays. This is pro-rated for part time staff.

Probationary Period

There is a 6 months probationary period for this position.

Car Allowance

A casual car user allowance applies to this post.



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Period of Notice

Two months' notice from either the employee or the organisation is required (one month during the probationary period).

Parental Benefit

There is an occupational maternity pay scheme for staff who have 12 months continuous service and we offer 2 weeks partner/paternity leave at full pay. We also offer an occupational adoption pay scheme for staff who have 12 months continuous service.

Sick Pay

There is an occupational sick pay scheme at Children North East.

Pension Scheme

There is a staff pension scheme in which the organisation also contributes 7.25% of staff members' salary.

Health Care

All staff members who are contracted over a ten month period are entitled to join the organisations private health care scheme.

Saving Scheme

A saving scheme is available so that staff can choose to save part of their salary. This is then paid back to staff on request.

Bus Passes

The cost of an annual bus pass used for a member of staff's work can be paid in 12 monthly amounts, deducted from their salary.



How to Apply

Please visit the "Our Vacancies" section of our website at www.children-ne.org.uk/work-with-us/vacancies to apply. Please note CVs will not be accepted.

We welcome a diverse range of applications and are passionate about promoting equality, and valuing diversity. We welcome applications from all suitable qualified persons particularly black, Asian and minority ethnic applicants, as these groups are currently under-represented in our workforce.

Closing date

Friday 16th October 2026 at 12 noon.

Interview date

To be confirmed.

Contact

Please contact our HR team if you have any questions regarding the role on 0191 256 2444 or hr.team@children-ne.org.uk

