



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120  
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

## **Job Pack** **Engagement Worker (Part Time)**

Thank you for your interest in this role, please find below some information to help you decide if you would like to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **29/09/2024 at 11.59pm** and interviews will be held on **07/10/2024..** Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates.

To have an informal discussion about the role, contact **Lewis Wedlock - lewis@otrbristol.org.uk**

### **Role Summary**

<b>Job Title</b>	Engagement Worker
<b>Salary</b>	OTR Band A   Starting salary £23,422 fte (actual £14,053.20)
<b>Hours</b>	22.5 per week   0.6 fte   Tuesday, Wednesday, Saturday
<b>Contract</b>	Fixed term for 12 months
<b>Leave</b>	Flexible - our basic entitlement is 38 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
<b>Pension</b>	With The People's Pension - up to 3% employer contribution on qualifying earnings
<b>Location</b>	Based at OTR, 8-10 West Street, St Philips, Bristol, BS2 0BH and in locations across Bristol and South Glos.
<b>Accountable to</b>	Team Manager (Engagement & Participation)
<b>Job Purpose</b>	<ul style="list-style-type: none"><li>• To support the engagement and participation of young people in Mental Health services within OTR and with partner provisions across Bristol and South Glos.</li><li>• To develop new ways to engage and signpost young people to access mental health support.</li><li>• To build and maintain strong partnerships with organisations and provisions across Bristol and South Glos. working with young people.</li><li>• To help shape and deliver support pathways for young people unlikely to access mental health support.</li><li>• To deliver assemblies, pop-up hubs and facilitate group sessions for young people, to promote the OTR offer.</li></ul>

	<ul style="list-style-type: none"> <li>● To work closely with volunteers and colleagues to coordinate and run weekly drop-in youth group hubs for young people aged 11-25.</li> <li>● To work with key partners in order to ensure the OTR offer is accessible and inclusive for young people from a range of demographics and backgrounds.</li> <li>● To be an active member in the community, keeping up to date with the mental health support offer for young people in Bristol and South Gloucestershire.</li> </ul>
<p><b>Key Relationships</b></p>	<ul style="list-style-type: none"> <li>● Team Manager (Engagement and Participation)</li> <li>● The Engagement and Participation Team including all placement students and volunteers</li> <li>● OTR Managers</li> <li>● OTR Staff and volunteers</li> <li>● Local statutory, voluntary and community organisations including schools and GP surgeries</li> <li>● Young people enquiring/accessing our service</li> </ul>

## Role Description

<b>Community</b>	<ul style="list-style-type: none"> <li>● To be an active member of the local community, engaging in partnership meetings and networking opportunities to ensure the OTR offer is well known.</li> <li>● To be a positive advocate for the work OTR offers throughout Bristol and South Gloucestershire.</li> <li>● To proactively identify opportunities to recruit young people into OTR services.</li> <li>● To actively work with local partners to build and support pathways for young people into mental health services, from demographics least likely to self refer to OTR. This includes young people of colour, young people with disabilities, young people with English as their second language, and others.</li> <li>● To build and foster long standing relationships with a wide range of audiences, including young people, schools, GPs, social workers and parents/carers.</li> <li>● Act as a key link to voluntary organisations and other partners, to support young people they are working with to access OTR's services and engage with the wider mental health agenda.</li> <li>● Act as an information desk to these partners, as well as extending OTR's reach into different communities of young people.</li> <li>● Directly reach out to schools, youth provisions and places where young people are, supporting recruitment and engagement of young people for upcoming programmes, through the delivery of assemblies and pop up shops.</li> </ul>
<b>Intervention</b>	<ul style="list-style-type: none"> <li>● During interactions with young people you will support them to make an informed choice about the OTR programme they want to access, or to access an alternative service in the city.</li> <li>● To develop a robust knowledge of OTR services, communicating transparently with a range of stakeholders what we offer, and waiting times for these services.</li> <li>● Act as an information point for internal staff to ensure up-to-date service information is clearly communicated between teams.</li> <li>● To work closely with OTR's Engagement Link Workers to support young people most in need into OTR services.</li> <li>● To advocate young people's rights throughout OTR services, ensuring their voices are heard in the design and development of our services.</li> <li>● To plan, deliver and facilitate weekly drop-in hubs for young people, engaging a range of partners and OTR colleagues in the delivery, to ensure young people access a range of support from the Hubs.</li> </ul>
<b>Partnerships</b>	<ul style="list-style-type: none"> <li>● To be the point of contact for a range of youth services around Bristol, encouraging them to signpost young people into our service.</li> <li>● To build and maintain positive partnerships with organisations through Bristol and South Gloucestershire to ensure they have up-to-date information about the OTR offer.</li> <li>● To deliver bespoke pop up hubs/information sharing meetings for partners.</li> <li>● To work with targeted partners to ensure our service is inclusive to young people most in need.</li> <li>● To be the point of contact for schools/GPs/voluntary sector organisations for enquiries and signposting opportunities.</li> </ul>

<b>Administrative</b>	<ul style="list-style-type: none"> <li>● Administrative support of the sign-up processes, including managing emails, phones and processing online registrations, ensuring young people are being fully informed and able to make informed decisions.</li> <li>● Managing enquiries via email, phone and text.</li> <li>● Inputting confidential information on a secure database.</li> <li>● Keep up-to-date and accurate records.</li> <li>● To use appropriate monitoring and evaluation tools.</li> <li>● To uphold and ensure all administrative tasks are kept up to date and completed effectively.</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>● To engage in training and development appropriate to the role</li> <li>● To commit to the core values of OTR, including young people's empowerment and participation</li> <li>● To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding.</li> <li>● To ensure all paper and electronic personal records are managed and stored safely at all times.</li> <li>● To respect and maintain the confidentiality of all staff, volunteers and young people at OTR internally and with external agencies.</li> <li>● To operate within a 6 day service which will involve some evening and weekend work.</li> </ul>

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>● A good general standard of education and a demonstrable ability to apply knowledge.</li> <li>● Knowledge of issues young people face accessing support for mental health difficulties.</li> </ul>	<ul style="list-style-type: none"> <li>● A degree or formal qualification in a related field (e.g. social work, youth work, health).</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>● Experience of working effectively within a team.</li> <li>● Experience of facilitating group work.</li> <li>● Experience in presenting to/working with groups of young people.</li> <li>● Experience in developing and maintaining robust partnerships with organisations.</li> <li>● Experience working with young people in a range of settings, including those often deemed 'hard to reach'.</li> </ul>	<ul style="list-style-type: none"> <li>● Experience working in the field of young people's mental health.</li> <li>● Experience working with volunteers.</li> <li>● Experience delivering sessions/assemblies in schools.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>● Knowledge of mental health issues affecting young people.</li> <li>● Demonstrable knowledge of health and care systems and structures.</li> <li>● Knowledge of safeguarding procedures and how to assess safeguarding risk.</li> </ul>	<ul style="list-style-type: none"> <li>● A basic knowledge of other mental health interventions.</li> <li>● A knowledge of mental health and youth services across Bristol and South Gloucestershire.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>● Ability to relate, communicate, and build relationships with young people from a range of social and cultural backgrounds.</li> <li>● The ability to build and maintain professional relationships with a range of stakeholders.</li> <li>● Demonstrable ability to work independently and to self-start.</li> <li>● Excellent networking, motivational and influencing skills.</li> <li>● Outstanding organisational skills.</li> <li>● Good communication skills (written and verbal).</li> <li>● Excellent IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>● The ability to assess and engage positively with risk.</li> <li>● A sound set of skills to use social media to engage with a range of audiences.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>● Resilient; able to model good self care.</li> </ul>	

	<ul style="list-style-type: none"><li>• Values led with a personal commitment to equality, diversity, social justice and change.</li><li>• A strong personal interest in and commitment to the mental health and wellbeing of children and young people.</li><li>• An empathetic and non-judgemental nature.</li><li>• A focus on working in a solution focused and problem solving manner.</li></ul>	
<b>Other</b>	<ul style="list-style-type: none"><li>• Ability to travel across Bristol and South Gloucestershire (Yate).</li></ul>	

## About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 59-year history and is proud to be reaching more young people than ever before (over 20,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing info and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all of our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy (38 days), healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, free yoga and reiki, and more (subject to contractual terms and conditions).

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, in order to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

<b>What We Believe</b>	<b>What We Value</b>	<b>How We Behave</b>
<ul style="list-style-type: none"><li>• We believe that our offer should be inclusive of all cultures and identities</li><li>• We believe that young people have unique strengths, interests and circumstances</li><li>• We believe that the world around us impacts our wellbeing</li><li>• We believe in placing young people at the heart of our work</li><li>• We believe in innovating and evolving to improve our offer for young people</li><li>• We believe that relationships are what make the difference</li><li>• We believe in the power of partnerships</li></ul>	<ul style="list-style-type: none"><li>• Collaboration</li><li>• Diversity</li><li>• Learning</li><li>• Sharing</li><li>• Participation</li><li>• Self-efficacy</li><li>• Self-care</li><li>• Transparency</li><li>• Agency</li><li>• Creativity</li><li>• Social Action</li><li>• Pragmatism</li></ul>	<ul style="list-style-type: none"><li>• We're accommodating</li><li>• We're integrated</li><li>• We're thoughtful</li><li>• We're supportive</li><li>• We're open</li><li>• We're resourceful</li><li>• We're resilient</li><li>• We're communicative</li><li>• We're independent</li><li>• We're imaginative</li><li>• We're motivated</li><li>• We're adaptable</li></ul>