



## Job Description

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**Job Title:** Youth Mental Health Support Officer

**Hours:** 14 hours per week

**Salary:** £15 p/h

**Service:** Next Steps Project - Emotional & Mental Health Support Service

**Job Type:** Fixed Term Contract until 30<sup>th</sup> September 2025

**Reports to:** Managing Director

**Location:** Borders Wide

## Job Purpose

To support delivery of the Next Steps Project Mental Health Support Outreach Service through;

- Caseload holding and providing emotional and practical support in a one-to-one capacity, to young people aged 16-25 who are experiencing multiple challenges.
- Providing signposting and advocacy support to young people to enable them to access further support and opportunities within their community.
- Engaging with young people, their families and professionals within the Scottish Borders, to establish build and maintain relationships.
- Supporting service users to access peer mentoring and group work programmes, and promote volunteering opportunities.
- Provide one to one supervision and training to volunteer mentors & befrienders who are matched to service users on the caseload.
- Raising awareness of Youth Mental Health both within the community and amongst partner organisations.

We provide emotional support to young people who are experiencing emotional/mental health challenges; or are identified as vulnerable to developing mental health challenges. This support may be through telephone calls, video calls, home visits, group work or support to access other local services.

## Responsibilities

- To help maintain a referral system, assess referred individuals (including completing evaluation questionnaires) and manage the transition of appropriate referrals into the service.
- To develop a professional relationship with referred individuals and provide community, group and drop-in support.
- To help match trained volunteer mentors & befrienders to young people and provide supervision support to the volunteers.
- To engage and maintain effective liaison with statutory and voluntary services working with young people and attending relevant meetings as necessary to address potential barriers to access and to help ensure service users receive coordinated help and support.
- To help organise and deliver workshops covering a variety of emotional and mental health topics.
- To collate and provide data using the Next Steps Project Outcomes measures.
- To signpost to other services as appropriate, helping young people not appropriate for the Next Steps Project to access other universal services.
- Promote volunteering opportunities through networking, attending community events and work with community organisations to develop creative and innovative approaches to volunteer recruitment.
- To ensure you have an understanding (appropriate to your role) of and comply with One Step Borders procedures for promoting and safeguarding the welfare of children and vulnerable adults.
- To comply with One Step Borders Equality & Diversity Policy in every aspect of your work and positively promote the principles of this policy amongst colleagues, service users and other members of the community.
- To comply with One Step Borders Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
- To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## Person Specification

### Essential

- An understanding of mental distress, the emotional effects on individuals
- Experience of supporting and mentoring others and of working as part of a team.
- An understanding of child and adult Safeguarding issues, an ability to implement relevant policies and procedures.
- A confident and professional approach to working with parents and colleagues and excellent verbal, listening and communication skills.
- Good IT, numeracy, record keeping and organisational skills.
- Ability and enthusiasm to work creatively and independently with an appropriate amount of supervision.
- Knowledge of health and safety issues and an ability to take responsibility for the health, physical well-being and safety of the adults and children attending the service.
- A current driving licence and access to a car that can be used for work.

### Desirable

- An appropriate social care, early years or health qualification e.g. social work, nursing, health visiting, youth work or equivalent relevant experience.
- A good level of knowledge about the services available and professionals working with young people, and an ability to contribute to the multi-disciplinary forums.
- Experience of facilitating assessments and support planning.
- Experience of providing sensitive, non-judgmental support to young people and their families