



18 December 2018

Dear Applicant,

Many thanks for your interest in the Team Leader position at The Well Centre within Redthread's youth work programmes. This is an exciting opportunity to build on the success of this innovative programme, developing the distinctiveness of our youth work intervention in a primary care setting, working in partnership with Herne Hill Group Practice.

We are looking for an outstanding individual with strong leadership skills, proven ability to manage a service and work with vulnerable young people, and the ability to form effective working relationships with a wide range of partners and agencies. The Well Centre featured in a [Children in Need film](#) recently which gives a taste of what we do. We were delighted to be given the Children and Youth Charity Award from Civil Society Media for our Youth Violence Intervention Programme earlier this year.

In this application pack, you will find a job description with a person specification and the terms and conditions of the post. Please read through the person specification carefully as we will be shortlisting applications using these criteria. Make sure you tell us why you want to work for Redthread in your supporting statement.

You will find a copy of our application form and equalities monitoring form on our website at <http://www.redthread.org.uk/join-the-team/> Please send your completed application form and equalities monitoring form to applications@redthread.org.uk. We will accept applications until 10am on Monday 14 January 2019. Interviews will be held on Monday 21 January at The Well Centre, with a second round of interviews for successful candidates on Thursday 24 January between 4pm and 6pm.

With kind regards,

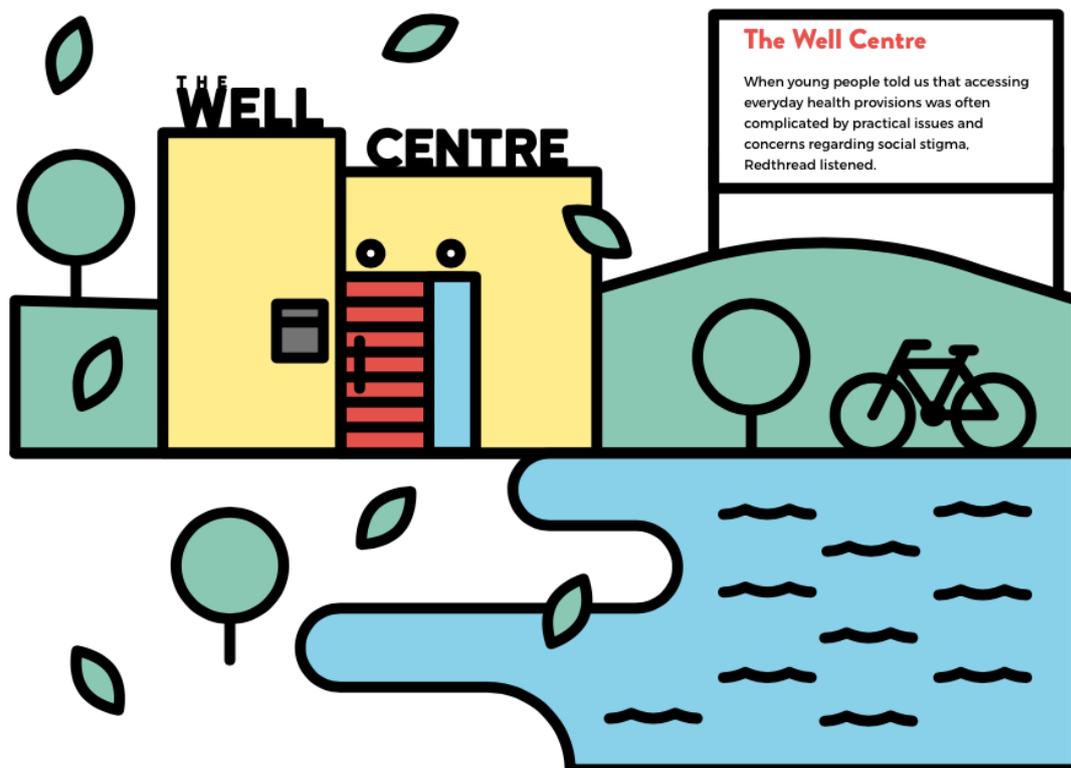
A handwritten signature in black ink that reads "Jenny Baker".

Jenny Baker
Chief Operating Officer

About Redthread

Redthread empowers young people to thrive as they navigate the challenging transition to adulthood by integrating trauma-informed youth work into the health sector. Whether they have been the victim of a stabbing, are seeking support for anxiety, have suffered a sexual assault, or need help to manage a long-term health condition, we support them to overcome the challenges they face through our dynamic youth work programmes.

Redthread has developed a successful model of working in partnership with statutory and other agencies to provide support for young people in day-to-day community settings and in supporting young people in crisis, in order to help young people improve their wellbeing. Our innovative service at The Well Centre provides easy access for young people to GPs, youth workers and mental health support. We have teams of youth workers in King's College Hospital, St Mary's Hospital, St George's Hospital and Homerton Hospital in London, at QMC in Nottingham and at Queen Elizabeth and Heartlands Hospital in Birmingham, and we commission a service at the Royal London Hospital. Redthread's management and support services are based at our main office in Victoria. The Well Centre was featured in a [Children in Need film](#) and our hospital-based work was featured in a recent [BBC news clip](#), both of which give a taster of what we do.



Team Leader Application Pack

Post Title: Team Leader, The Well Centre

Work area: The Well Centre

Responsible to: Programme Manager

Salary: £31,000 - £35,000 depending on qualifications and experience

Locations: This post will be based at the Well Centre, 16 Wellfield Road, Streatham, SW16 2BP, with regular visits to the main Redthread offices, projects and external locations including schools and community centres.

Contract: Permanent contract

Hours of work: 37.5 hours a week, including regular evening and weekend working

Closing date: 10am, Monday 14 January 2019

Interview date: Monday 21 January 2019

Team Leader Job Description

Purpose of the Post

- Lead the youth work team at The Well Centre and ensure that Redthread's model of intervention is delivered consistently and appropriately to all young people accessing the service.
- Build and maintain strong working relationships with a broad range of partners and agencies, including the primary care team, mental health practitioners, Redthread's stakeholders, project partners, and voluntary and statutory agencies working with young people.
- Be part of the team at Redthread, contributing to the development of our programmes and assisting with other projects and activities as required.

Main Duties and Responsibilities

1. Lead the youth work team and programme at The Well Centre, overseeing the day-to-day management of the service and assisting the SMT with the on-going development of the service model to ensure that young people who access our support gain the maximum benefit from Redthread's interventions.

2. Be responsible for consistent oversight of all cases within the team, fostering reflective practice and promoting effective multi-agency risk management. Provide intensive joint casework to the youth workers as required, particularly with high-risk complex cases, modelling trauma-informed and relational modes of practice. Ensure that all young people receive high quality, rigorous risk and needs assessments and tailored interventions.
3. Line manage a team of practitioners including youth workers and the programme coordinator, providing regular 1:1 supervision as well as facilitating group case management meetings and reflective spaces. Support staff to identify and address areas of improvement and opportunities for professional development.
4. Be a core member of the staff team for the Well Centre, participating in the delivery of drop-in sessions, youth engagement, educational outreach and other activities as required. Hold a caseload and work with the young people in a range of settings, including face-to-face and group contexts, and promote their personal, educational, health and social development through all interactions.
5. Ensure that details of all the teams' cases are accurately recorded to a high standard on Lamplight and EMIS and kept up to date, modelling best practice and providing quality assurance of youth workers' recording.
6. Lead regular team meetings in order to share information, monitor services and foster effective and supportive team working.
7. Assist the SMT in ensuring that the working practices of the team comply with Redthread's policies, procedures and other working documents.
8. Build and maintain strong working relationships with The Well Centre's network of stakeholders, ensuring that Redthread youth workers are working closely with clinical staff to deliver a service that meets the needs of young people, including promoting the service within locally and attending appropriate meetings.
9. Assist in building and maintaining strong working relationships with Redthread stakeholders, project partners and with other agencies working with young people, and represent Redthread at external meetings as required.
10. Organise and equip the team to deliver regular group work sessions and micro-teachings to young people in schools and in the community and to other relevant professionals on issues relevant to young people including youth violence, adolescent health, smoking cessation, obesity, self-esteem and other relevant issues.
11. Oversee the development and delivery of the Well Centre's educational outreach promoting healthy lifestyles and mental wellbeing, assuring the content and quality of delivery is to a high standard.

12. Develop and equip the team to deliver a programme of sports and physical activity with a health perspective that is appropriate for social prescribing.
13. Actively research and network with statutory services and other organisations working with young people in the area served by The Well Centre and nearby to ensure that Redthread has a good knowledge of other services and projects that may be appropriate for us to refer young people to or of interest to the young people we work with.
14. Work with the Practice Manager, Impact and Evaluation Manager, and the Programme Manager to continue to develop the programme's monitoring and evaluation in order to facilitate internal reflection and learning, and to demonstrate its effectiveness to external stakeholders.
15. Assist the Practice Manager in ensuring the effective management, monitoring and delivery of all SLAs, contracts and grant agreements relating to the Well Centre.
16. Work with the Programme Manager to provide ongoing opportunities for the youth work teams to share best practice and learn from each other across Redthread.
17. Work with the Programme Manager, Director of Strategic Development and others within Redthread, to plan, develop, fundraise for and then report on new projects and initiatives that expand or enhance service delivery.
18. Maintain a good level of knowledge of the current issues around adolescent health, CCE and CSE, and with guidance and support from the Programme Manager, develop skills to further your work with the young people and team members.
19. Actively participate in staff meetings, session evaluations, supervision/reviews and planning sessions and participate in Redthread's overall development, including feeding back to the Director of Programmes on the needs of young people, ideas for new projects, and the on-going development of existing projects.
20. Assist where possible with general fundraising events and fundraising, including the maintenance and growth of the regular supporter network, and to assist in promoting the organisation's work with young people to the wider community.
21. Assist in maintaining good working relations with Redthread's stakeholders, project partners and with other agencies and represent Redthread at external meetings as required.
22. Encourage and enable young people to participate in all forms of decision-making and management of Redthread's projects, with the ultimate aim of empowering them to shape the services and activities provided for them. Ensure that all young people have equality of access and that the programme promotes opportunities for all young people.

23. Carry out administrative and other duties consistent with the nature of the post. Work as a member of the Redthread team and assist as required across all the organisation's projects, including carrying out any other duties that may be required to meet the needs of the organisation.

Safeguarding

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding practises and high professional standards around all safeguarding issues. An enhanced DBS check is required for this role.

Equal Opportunities

Redthread is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background. We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • A minimum of 5 years' professional experience of working with young people in a range of activities and settings • Experience of leading, managing, supporting and motivating a team in their work • Experiencing of developing a project's processes, procedures and policies • Experience of developing and maintaining excellent relationships with partner organisations • Experience of working with young people in a health and well-being or mental health context • Experience of working within a multi- disciplinary team • Experience of planning and delivering training • Experience of working autonomously • Experience of monitoring and evaluation systems to measure programme impact 	<ul style="list-style-type: none"> • Experience of working in a London borough
Knowledge	<ul style="list-style-type: none"> • A thorough knowledge and understanding of the physical, social, emotional and mental health developmental needs of young people • Understanding of the issues faced by young people living in inner city areas • Strong knowledge of child protection and safeguarding issues and of current best practice within the youth work sector • A knowledge of best practice in case recording 	<ul style="list-style-type: none"> • The Ambit model, solution-focused brief therapy or a similar counselling methodology
Skills	<ul style="list-style-type: none"> • Excellent leadership skills to enable the team to have a clear sense of direction, feel motivated and have a strong understanding of how their own roles contribute to and enhance the work of The Well Centre • Able to provide high quality supervision, guidance and support to youth work teams, particularly around task allocation, setting priorities and personal development. • Able to analyse and evaluate information and provide effective management oversight of high risk complex cases. • Able to oversee cases using an electronic database • Well-developed communication skills and an ability to interact with both young people and adults on a one to one basis and in small groups, within a range of contexts 	<ul style="list-style-type: none"> • Working on Mac-based IT systems
Qualifications	<ul style="list-style-type: none"> • A degree-level qualification in social work, youth work, a social science, education or another relevant field 	<ul style="list-style-type: none"> • Qualification in young people's mental health
Professional skills	<ul style="list-style-type: none"> • Self-motivated and committed to personal development • Flexible and committed • Effective time management skills and an ability to prioritise tasks and work flexibly to deadlines • A commitment to and understanding of equal opportunities issues as they apply to all aspects of Redthread's work 	