



4th August 2021

Dear Applicant,

Thank you for considering a **Team Leader** role with Redthread. We are a team of compassionate, collaborative and courageous professionals committed to empowering young people to change their lives. This [animation](#) was created with our Youth Ambassadors, and this clip from [BBC News](#) will give you a taster of what we do every day.

We are looking to recruit four dynamic team members to work with one of our teams at either:

- Queen Elizabeth Hospital, Woolwich
- Croydon University Hospital, Croydon
- University Hospital Lewisham, Lewisham
- Homerton Hospital, Homerton

As a Team Leader based in one of the local A&E departments, your primary role will be to enable the team to support young people who are experiencing trauma or tragedy and their families including holding a caseload yourself. Over the past few years, Redthreads services have developed across our sites, and we are proud to offer access to additional services to larger groups of young people; see below for more details of our services. The Team leader role is vital in collaboratively leading all service models offered at their site.

To succeed in this role, you need to be a strong leader who advocates for a trauma-informed approach for the team and for the young people we support. You'll have extensive management experience leading a service that supports vulnerable young people and young people with complex needs.

We want someone who can confidentially lead the team and provide effective guidance and support. You will be responsible for motivating and line managing team members day to day and working with young people who are vulnerable, and high risk, an understanding of the impact intense, short-term work can have, and a good understanding of the support eco-system they need. You need to be a people person, able to build and maintain relationships with colleagues and partners and to be a nurturing line manager to a small team working in a busy hospital environment.

You must also be a skilled communicator: as comfortable building a relationship with a young person as you are liaising with our clinical colleagues. You'll be keen to keep learning, seizing training opportunities at Redthread, and continuously reflecting upon and improving your practice.

During the Covid-19 outbreak, our teams are still working from the hospitals as we are classed as essential workers. You will need to do shifts at the hospital, as well as work some days from home, depending on the needs of the team and the service.

In return, the successful candidate will receive a competitive salary, a supportive and flexible working environment, excellent staff training and development package, and access to a range of employee benefits, including enhanced annual leave and family leave entitlements, employer pension scheme

contribution, access to clinical supervisions, enhanced employee assistance programme services and more.

As this role requires an NHS honorary contract and Redthread benefits, you'll also have unique access to generous NHS discounts and blue light schemes.

The offer of employment is conditional on satisfactory pre-employment checks, which include meeting any applicable legal vaccination requirements, unless medically exempt, as set by the CQC. Redthread is not a Home Office-licensed visa sponsor; evidence of the right to work in the UK will need to be provided at the Interview stage.

How to apply:

If this sounds like the right role and organisation for you, apply by following the link below. This will take you to our recruitment platform Beapplied, where you will be able to fill in a short application and upload a CV. To ensure we fairly assess applications, CV's will not be reviewed initially.

We will accept applications until **10am on Wednesday 17th August 2022.**

Apply Now: <https://app.beapplied.com/apply/iv5txwvone>

Please note: If we receive a high number of applications, we reserve the right to close the advert before the closing date. Therefore, early applications are encouraged.

- 1) Shortlisted candidates will be invited to an online interview with some of the Redthread team on 23rd August.
- 2) Second round in person interviews will take place at our head office on 30th August.

We would like this role to start as soon as possible. We will provide comprehensive training and induction.

Equity, Diversity and Inclusion

Redthread are proud to be an equal opportunities employer that values the contribution each individual makes to our work. We strive to build a diverse and inclusive working environment where all staff feel valued, respected and empowered to be who they are at work.

We aim to achieve a workforce that is diverse regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status and one which reflects the communities and young people we support.

We recognise that in particular people from Black and Asian communities and other minoritised ethnic groups are under-represented in the charity sector, as are those with disabilities. We welcome and encourage people from these historically excluded groups as well as those who identify as male to apply for this opportunity.

We are committed to taking an inclusive approach to recruitment and selection whilst ensuring there is no discrimination in our processes and that our team and prospective employees are treated fairly, with respect and without bias.

Reasonable adjustments to the interview process can be made to accommodate additional requirements. Applicants are encouraged to highlight any specific adjustments needed to enable participation in the recruitment process. For more information, please contact applications@redthread.org.uk or call our HR team on [020 3744 6888](tel:02037446888)

Safeguarding

Redthread puts safeguarding at the forefront of all its activities. The successful applicant will demonstrate their firm commitment to effective safeguarding, child protection practices and high professional standards around all safeguarding issues.

Any Employment with Redthread will be subject to the following pre-employment checks prior to your start date:

- a satisfactory police record check to include a Disclosure and Barring Service (DBS) check and/or an International Criminal Record Check (If applicable)
- receipt of satisfactory references
- at least 1 face to face interview for frontline roles
- proof of and continuous eligibility to work in the UK

Full details on the pre-employment screening process can be requested from applications@redthread.org.uk

We look forward to receiving your application.

Kind regards,



Tracey Burley
CEO



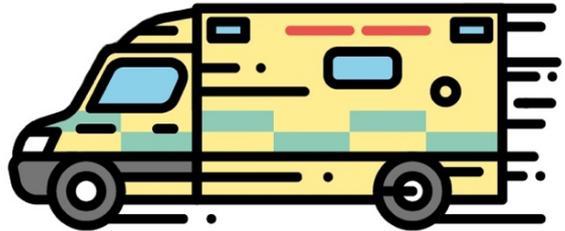
Hospital Based Services

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 a young person has been the victim of a stabbing, is seeking support for anxiety, has suffered a sexual assault, or wants to find a new home beyond the reach of a gang, we support them to overcome the challenges they face through our dynamic youth work programmes.

Every year thousands of young people find themselves in hospital A&E departments as the victim of serious youth violence. Redthread's Youth Violence Intervention Programme embeds youth workers in hospitals to intervene with these young people. The teams meet the young patients as soon as they can: in the A&E waiting room, on the ward, or even in the resuscitation bay. We believe that this moment of intense crisis, when the young person is nursing a serious injury in the daunting environment of a busy hospital, often alone, can be a catalyst for pursuing positive change – a 'teachable moment'.

Our teams build rapport with the young people, mentor and advise them, and support them to make long-term positive plans to break away from cycles of violence and offending. Problems include exclusion from education, employment or training, a lack of stability in housing, mental health concerns, unstable relationships and reprimands due to criminal activity. Redthread capitalise on our partnerships to ensure long-term work and change is possible for each young person. The teams make well-judged referrals on their behalf and accompany them to initial meetings to ensure transition is smooth. This work disrupts the cycle that can too easily lead to devastated communities and an exhausted healthcare and justice system.

We have teams in three of London's four Major Trauma Centres and commission a service in the fourth. In 2018 we launched services in Queen's Medical Centre in Nottingham, in Queen Elizabeth and Heartlands Hospitals in Birmingham, and in Homerton Hospital in Hackney. We expanded our service to UCLH in early 2020, and have launched in Croydon University Hospital, University Hospital Lewisham and Queen Elizabeth Hospital, Woolwich this year during the pandemic.



In the last 12 months, we have launched four new pilot services, two social prescribing services, one working alongside GPs in Hackney and one embedded in QMC Hospital Nottingham, a specialist diabetes youth worker at QE hospital, Woolwich and a specialist youth worker supporting young people predominantly aged 11-18 in the paediatric emergency department at Kings College Hospital with emotional wellbeing and low-level mental health concerns. The new services have all taken learning from our Youth Violence Intervention Programme and our KAOS service we have found new ways to reach young people who are often missed by services and who would benefit from one-to-one support to help them live healthy, safe and happy lives.

King's Adolescent Outreach Service (KAOS)

On any day, across King's College Hospital sites, at least 20 adult beds are occupied by young people aged 16 to 24. These young people have specific medical, emotional, legal, and social needs which we know from user feedback are not being met. The KAOS team help support the medical and surgical teams on adult wards to care for young people in an age-appropriate way.

KAOS was launched at King's in April 2018. It comprises of a core team of two lead clinicians, two youth workers and a wider team of forty health care professionals from different backgrounds, all with an interest in optimising care for young people. The service operates in working hours and not at weekends. This is an exciting opportunity to help develop a much-needed service for vulnerable young people.

Outside of the hospital, we deliver The Social Switch Programme in partnership with Social Business Catch22- amongst other things, this programme trains frontline professionals to understand and address social media in their work with young people.

"I need this don't I, this is an opportunity for me; to be able to work with you, any of you, could change things for me. I'm ready for that. I'm in! You don't need to ask me again - I'm 100% on board, whatever I have to do. I'm doing it."

A young person's reaction to being introduced to the service

"I've seen first-hand how our hospitals provide a unique moment to engage with young people. Redthread have helped thousands of Londoners - and I'm proud to support their work."

Sadiq Khan, Mayor of London, June 2019

What do our Youth Intervention Practitioner team do?

Youth Intervention Practitioners use the principles and power of youth work in the setting of a busy emergency department. We meet young people who have experienced injury or trauma while they are in the hospital, and work alongside our clinical colleagues to offer them support at a time when they are feeling very vulnerable. Our first contact with the young person may be to offer them a drink, or to ring their parent, or to check they understand what's happening to them. When their immediate medical needs have been met, we will talk to them some more and explain how we can support them. We will do a safety plan with them before they leave the hospital.

If a young person chooses to engage with us, we will then work with them for eight to twelve weeks on a plan of action that's tailored to their needs. We work closely with the hospital safeguarding team every day and frequently have to escalate concerns. We contact any other agencies who know the young person so we're not duplicating their work, and often arrange to meet them with the young person. We regularly have to strongly advocate for young people, for example with housing agencies. We look for organisations who can work with them towards their longer-term goals and we do relational referrals, transferring the trust that young people have built with us.

Youth Intervention Practitioners hold a caseload of young people, supported by their team leader, and need to be good at recording their work, and discussing and reflecting on their practice. We provide an intensive induction at the start of the role, ongoing training and CPD throughout your time at Redthread and fortnightly clinical supervision. Our Youth Intervention Practitioners have to be courageous and tenacious, and because ours is a short intervention, we don't always see first-hand the impact of our work. But we know from talking to the young people we work with that we make a huge difference.

Our Youth Intervention Practitioners and Team Leaders are resilient, able to work calmly in a challenging environment with young people experiencing trauma, injury or exploitation. They have a good level of self-awareness, the ability to reflect on how the work is impacting them, and a willingness to engage in regular clinical supervision that helps them develop their practice and emotional literacy.



"That could have been the worst thing that happened in my life, but you made it one of the best."

A young person's comment on their experience of our service

Team Leader Job Description

Post Title:	Team Leader
Work area:	Service Team
Responsible to:	Programme Manager
Location:	The post will be based primarily at one of Redthread's local A&E sites in London. There will be the need for regular visits to Redthread's main offices and other projects and activities that take place at various locations across London and the UK.
Hours:	37.5 hours per week. The nature of Redthread's work means that regular evening and weekend working is required. You will be required to work shifts to ensure that the team cover from 7:30am to 9pm each day between them.
Salary:	£36,595.00 per annum + benefits
Contract type:	Permanent

Purpose of the Post

- Lead the Youth Violence Intervention Programme and other hospital-based service teams, ensuring that Redthread's models of intervention are delivered consistently and appropriately to all young people accessing the services.
- Build and maintain strong working relationships with a broad range of partners and agencies, including clinical teams, hospital staff, 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

- Lead the Youth Violence Prevention Programme and other hospital-based services, overseeing the day-to-day management of the services and assisting the SMT with the on-going development of the service models to ensure that clients gain the maximum benefit from Redthread's interventions.
- 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.
- Line-manage a team of Practitioners (e.g., youth workers, Young Women's Workers, IDVA's and a Programme Coordinator), including regularly reviewing the teams' cases and offering appropriate support. Support the team to develop and improve skills, including assessment and recording, to ensure that Redthread's model of intervention is delivered consistently.

- Set up and lead regular team meetings in order to share information, monitor services and foster effective and supportive team working.
- Assist the SMT in ensuring that the working practises of the team comply with Redthread's policies, procedures and other working documents.
- Build and maintain strong working relationships within the Hospital, ensuring that Redthread youth workers are fully embedded in the Emergency Department and are working with clinical staff to deliver a service that meets the needs of young people, including promoting the service within the hospital and attending appropriate internal meetings.
- Assist in building and maintaining strong working relationships with Redthread stakeholders, project partners and with other agencies working with young people and to represent Redthread at external meetings as required.
- Organise and equip the team to deliver regular training sessions for hospital staff on issues relevant to young people and youth violence.
- Work with the Programme Manager to actively research and network with other organisations working with young people in the area covered by the hospital 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 may be of interest to the young people we work with.
- Assist the Programme Manager in ensuring the effective management, monitoring and delivery of all Service Level Agreements, contracts and grant agreements relating to tour services, and any other Redthread projects you are involved in.
- Work with the Director of Services and Data 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.
- Work with the Director of Services and other Team Leaders to provide ongoing opportunities for the hospital youth work teams to share best practice and learn from each other across all hospital sites.
- Work with the Fundraising team and others within Redthread, to plan, develop and fundraise for new projects and initiatives that expand or enhance service delivery.
- Maintain a good level of knowledge of the current issues around youth violence and Child Sexual Exploitation, and with guidance and support from the Director of Programmes, develop skills to further your work with the young people and team members.

General responsibilities of all Redthread staff

- Actively participate in staff meetings, session evaluations, supervision/reviews and planning sessions and in Redthread's overall development, including input on the needs of young people, ideas for new projects, and the on-going development of existing projects.
- Assist where possible with 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.

- Assist in maintaining good working relations with Redthread's stakeholders, project partners and with other agencies and represent Redthread at external meetings as required.
- 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. To ensure that all young people have equality of access and that the programme promotes opportunities for all young people.
- Assist the team in ensuring that all Redthread policies and procedures are followed, including Health and Safety, Safeguarding, Data Protection and Equal Opportunities. Report any concerns to an appropriate member of the SMT.
- 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.

Person Specification

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • A significant amount of professional experience of working with young people in a range of activities and settings • Experience of developing and maintaining excellent relationships with partner organisations • Experience of working with young people in a health and well-being context • Experience of working within a multi- disciplinary team • Experience of planning and delivering training • Experience of working autonomously 	<ul style="list-style-type: none"> • Working with people impacted by violence, trauma, or tragedy • Experience of working with projects that seek to address the issue of gang membership, youth offending, knife crime, etc • Experience of leading, managing, supporting, and motivating a team in their work • Experiencing of developing a project's processes, procedures, and policies • Experience of monitoring and evaluation systems to measure programme impact
Knowledge	<ul style="list-style-type: none"> • A thorough knowledge and understanding of the physical, social and emotional developmental needs of young people • Understanding of the issues faced by young people living in inner city and rural areas • Strong knowledge of child protection and safeguarding issues and of current best practice within the youth work and statutory sectors • 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"> • 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"> • Excellent leadership skills to enable the team to have a clear sense of direction, feel motivated and have a clear understanding of how their own roles contribute to and enhance the work of the YVIP programme • Able to provide high quality supervision, guidance, and support to youth work teams, particularly around task allocation, setting priorities and personal development.
Qualifications		<ul style="list-style-type: none"> • A degree-level qualification in social work, youth work, a social science, education, or another relevant field
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 	

The above criteria do not necessarily have to have been in paid work, please do think about your voluntary, family and lived experience when considering them.

EMPLOYEE BENEFITS AND TERMS AND CONDITIONS

Salary

Circa £36,595 per annum + benefits. We offer competitive salaries which are regularly reviewed, and we're proud to be a living wage employer.

Contract

Permanent.

Place of work

The post will be based primarily at one of Redthread's local A&E sites in Lonfon. There will be the need for regular visits to Redthread's main offices and other projects and activities that take place at various locations across London and the UK.

Hours of work

37.5 hours per week. The nature of Redthread's work means that regular evening and weekend working is required. You will be required to work shifts to ensure that the team cover from 7:30am to 9pm each day between them.

Probationary period

The post is subject to a six-month probationary period.

Annual leave

The holiday entitlement is 26 days leave each year, plus the bank holidays. An extra one day's holiday per year is given for each full year worked, up to a maximum of five additional days. Employees can also carry over three days leave entitlement (pro-rata for part-time employees) into the next holiday entitlement year.

Enhanced family leave entitlements

We offer employees enhanced maternity, paternity and adoption leave and pay after one year of completed service.

Workplace Pension Scheme

We offer membership of a workplace pension set up with The People's Pension, and employees are eligible to be auto enrolled after three months' service. The employee's minimum pension contribution rate is currently 3%. Redthread's contribution rate is 5% higher than the employee up to a maximum of 8%.

Enhanced Sick Pay

The entitlement to enhanced sick pay is service-related, starting with one-week full pay and one-week half pay.

Employee Assistance Programme (EAP)

We offer an *enhanced* Employee Assistance Programme, which offers free, 24/7 confidential helpline services (accessed either by phone and/or online) including structured counselling services and practical resources aimed to support your work-life balance. In addition, some aspects of the EAP service are also available to share with an employees' dependants including their partner.

Tax-free Childcare scheme

You are entitled to sign up to the Government's Tax-Free Childcare (TFC) scheme at <https://www.gov.uk/tax-free-childcare>

Cycle to Work Scheme

We offer a Cycle to Work scheme which enables savings on the cost of a new bike and accessories for employees wishing to cycle to work for all or part of their journey. Employees can sign up after one month's service.

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.

Learning and Development

We are committed to supporting everyone who works for Redthread to develop their professional skills and to achieve their full potential. Alongside a Professional Development Plan's (PDP) all staff are offered up to six Continuing Professional Development (CPD) days per year to meet their goals. Redthread run a comprehensive curriculum of in-house core training for all frontline staff.

Equal Opportunities

Redthread is committed to the fair treatment of its staff, potential staff or users of its services, regardless of age, disability, neurodiversity, gender identity, marriage and civil partnership status, pregnancy and maternity, race (which includes colour, nationality and ethnic or national origins), religion or belief, sex or sexual orientation or criminal record status. 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.

At Redthread, we're currently exploring new ways in which we can improve our overall approach to equality, diversity and inclusion whilst continuing to build an organisational culture where all colleagues feel valued, respected and empowered to be who they are at work.

Our EDI networking forum provides opportunities for staff to contribute to the future development of Redthread's new EDI strategy. The forum also supports the organisation to coordinate and deliver actions around equity, diversity and inclusion such as bias training, inclusive leadership, virtual workshops, events, accreditations and more.

Please note:

Any offer of employment will be subject to continuous eligibility to work in the UK and satisfactory pre-employment screening which for frontline staff includes an Enhanced DBS Check. Full details on the pre-employment screening process can be requested from applications@redthread.org.uk