

Mancroft Advice Project (MAP)

Job Description

Overall Purpose	MAP exists to provide quality information, advice, counselling and support for the holistic development of young people.
Job Title	Mental Health Adviser
Main Purpose of Job	To provide advice to young people to improve their mental health
Hours	37 per week (10.00 am to 6.00 pm) *Flexible working options available, part time applications will be considered on a job-share basis or stand alone with sufficient hours for the role to be covered. If applying on a part-time or job-share basis please state the hours you require to work.
Location	Kings Lynn
Reports to	Senior Mental Health Adviser
Communications & Working Relationships	
The service users, staff team, volunteers, Chief Executive and Trustees, managers and delivery agents in relevant statutory, voluntary and commercial organisations.	
Key Responsibilities	
<ul style="list-style-type: none">• To provide information and advice, self-help, coaching/mentoring and psycho-education support so young people can set goals and manage their own mental health• To provide information and advice on a range of issues affecting mental health such as money, education and training, relationships, mental health etc.• To provide help and advocacy to access specialist mental health support and help when needed; especially if the young person is at risk• To provide help and advocacy to access services that help improve mental health – e.g. sports, group activities, youth work, arts, support groups etc.• To provide support in a range of settings – in MAP drop-in centres, on the telephone, online and other venues• To actively engage young people.• To maintain appropriate quality standards and processes in the delivery of work.• To keep accurate and timely records to contribute to the effective management of the service and for reports to MAP management, funders and other stakeholders.• To contribute to the continuous development of the service.• To build and maintain effective networks for personal professional development and to develop positive partnership working opportunities.• To act as an ambassador for MAP and our partners and services in accordance with MAP's communication strategy.• To represent and promote the interests of vulnerable young people to maintain awareness of their needs amongst those planning, determining and implementing relevant services.• To maintain up-to-date knowledge of the wider social environment and update resources to inform the work undertaken.• To undertake training and professional development opportunities, develop relevant specialist knowledge and expertise, and share this with colleagues.• To attend and contribute to MAP meetings as appropriate, and positively partake in the life of the project.• To apply safeguarding policies and procedures to ensure the wellbeing of all young people.• To maintain MAP as a safe and supportive place for YP and workers.• To undertake other duties relevant to the post.	
Person Specification	
Qualifications and Experience	
<ul style="list-style-type: none">• Educated to NQF level 4 or equivalent, ideally in a relevant subject e.g. youth work.• Ideally recognised qualification in mental health.• Experience of working with young people with mental health problems.	
Knowledge	
<ul style="list-style-type: none">• Current knowledge of social issues, policy and practice, as they affect young people's	

<p>mental health.</p> <ul style="list-style-type: none"> • Current knowledge of diagnosis and treatment of mental illness. • Current knowledge of other agencies delivering services to young people with mental health problems in the area.
<p>Skills</p>
<ul style="list-style-type: none"> • Good communication skills, written and spoken. • Excellent problem solving skills combined with diplomacy and tact • Experience of working collaboratively with other organisations and partner agencies • Excellent time management skills and ability to prioritise tasks and work to deadlines • Ability to work on own initiative as well as part of a team • Familiarity with or willingness to learn appropriate IT applications for communication and reporting purposes, including MS Office.
<p>Values</p>
<p><u>Being Young Person Centred</u></p> <ul style="list-style-type: none"> • Focuses on clients needs, and adapts approach and actions to different requirements. • Pushes for resolution on issues that cause the young person problems or dissatisfaction. • Takes personal ownership to gain satisfactory outcomes for the client. • Thinks beyond the current context, and is flexible, innovative and open to innovation from others. • Identifies risks for young people and ways of managing that risk. • Supports and acknowledges individual successes. <p><u>Valuing Each Individual</u></p> <ul style="list-style-type: none"> • Adapts to changing objectives and priorities. • Uses self awareness to improve own performance and contribution. • Actively shares knowledge and information with others. • Listens actively to others and responds objectively and fairly. • Respects and works effectively with diverse people, perspectives and ideas. • Identifies opportunities to use own knowledge and expertise to develop others, and to use other's knowledge and expertise to develop self. • Can act on own initiative, but considers or negotiates with others to achieve mutually successful outcomes. <p><u>Being Professional</u></p> <ul style="list-style-type: none"> • Consistently delivers on commitments. • Plans and prioritises workload and demands. • Delivers high quality and timely work. • Maintains composure under pressure. • Actively supports continuous process improvement and change. • Upholds company policies, procedures, statutory requirements and regulations. • Embraces and undertakes training and opportunities for professional development. <p><u>Working for Social Justice</u></p> <ul style="list-style-type: none"> • Acts with integrity, openness and fairness. • Involves others in decision making processes. • Shows respect for others' thoughts and beliefs. • Challenges prejudice or behaviour that is not respectful to others. • Advocates and campaigns on behalf of marginalised groups or individuals within the community. • Proposes and participates in active promotion of the rights of young people.
<p>Other Information</p>
<ul style="list-style-type: none"> • All employees are expected to comply with statutory requirements and MAP's policies and procedures when carrying out their work. • The range of duties and responsibilities outlined above may change from time to time to reflect the changing needs of MAP. • Beyond the probationary period, performance will be formally assessed and reviewed annually, with additional informal assessment and review as necessary. • All employees are required to maintain service user confidentiality, subject to MAP's confidentiality policy. • All employees are expected to have access to independent transport to meet the requirements of the post.