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OFF THE RECORD BRISTOL

Registered Charity #1085351

**YOUNG PEOPLE -
CHANGING MINDS**

8-10 West Street
Old Market
Bristol
BS2 0BH

Engagement Worker (Internal) ROLE DESCRIPTION AND PERSON SPECIFICATION

Dear applicant,

Thank you for your interest in this post. Please find below some background information and other details to help you decide whether to apply for the position.

In the interests of equality CVs will not be accepted so please use the job application form to apply. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

Enclosures:

- Role Summary
- Role description
- Person specification
- About us

Applications forms can be downloaded from the website www.otrbristol.org.uk and can be submitted by either **email to recruitment@otrbristol.org.uk** or by post to the address above.

The closing date for this role is **12 noon, Monday 9th September** and interviews will be held on **Friday 13th September** in Old Market, Bristol.

Due to the number of applications received we will not be able to contact unsuccessful candidates. **We reserve the right to interview and appoint earlier than the stated closing date should there be a good response to the advert, so please get your applications in early!**

If you wish to have an informal discussion about the post, please contact **Laura Hutton** laura.h@otrbristol.org.uk or tel: **0808 808 9120**.

Yours faithfully,

Kellie Horder
HR Manager | OTR Bristol



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Role Summary

Job Title	Engagement Officer
Salary Grade	£18,638 - £21,734 (Pro rata starting salary £11,182)
Hours	22.5 per week – to include Saturdays
Leave	Flexible - Your basic annual leave entitlement is 20 statutory days plus 8 statutory holidays (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need.
Pension	Up to 3% of above salary for standard contracted hours after completion of probation period.
Location	Based at 8-10 West Street, Old Market, Bristol BS2 0BH
Accountable To	Team Manager (Engagement and Participation)
Accountable For	Accountable for students on placements and a range of volunteers.
Job Purpose	<ul style="list-style-type: none"> To be part of developing team who aim to create a first point of access into mental health care that is timely, appropriate and accessible to all young people. To develop a front end of OTR service that challenges and changes the attitudes and the way young people interact with mental health services. To be part of changing the story and expectations of young people, professionals and carers related to when, what and how young people use mental health services. To build new ways to engage with all our stakeholders. To develop new routes into mental health services, empowering young people to use our service both when they are struggling and to actively look after their mental health, through online registration, registration evenings at OTR bases in South Glos and Bristol, and by being active in the community. To uphold and ensure all administrative task of the registration process is kept up to date and effective in collecting the necessary details of young people.
Key Relationships	<ul style="list-style-type: none"> Team Manager (Engagement and Participation) OTR Managers OTR staff and volunteers CAMHS Partners Local statutory, voluntary and community organisations.

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Role Description

Community

- To be a positive advocate for and support promotion of the work of Off the Record within Bristol and South Gloucestershire.
- Proactively identify opportunities to recruit new groups of young people.
- Build and foster long standing relationships with a wide range of audiences, including young people, teachers, parents and other stakeholders.
- 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. Act as an information desk to these partners, as well as extending OTR's reach into different communities of young people.
- Directly reach out to school, 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.

Intervention

- During interactions with young people you will support them to make an informative choice about the OTR programme they want to access, or to access an alternative service in the city.
- To develop a robust knowledge of OTR services, communicating transparently with a range of stakeholders what we offer, when and waiting times for these services. As well as, acting as an information point for internal staff to ensure up to date service information is clearly communicated between teams.
- To run monthly Open Mornings to network between OTR teams and outside agencies.
- To develop and co-run parent drop-ins with parent volunteers, to encourage parents to support each other and to signpost parents to other services.
- To be responsible for increasing the number of people signing up to OTR and achieve a level of communication that focuses on promotion of good mental health and early prevention.
- To develop a route into our services via an online membership.
- To advocate young people's right throughout OTR services.
- To develop and co-lead registration sessions where young people will be informed and supported to make decisions about the services and programmes they will like to access. Please note we are a 6 day service that works across Bristol and South Glos, including evening hours.

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Administrative	<ul style="list-style-type: none">• 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 an informed decision.• Managing enquiries via email, phone and text.• Inputting confidential information on secure database.• Build community profiles looking at the needs of the community, what is on offer in the city and surrounding areas, and communicate this information throughout OTR teams.• Ensure service level agreements with partners are kept up to date and are followed by both parties.• Keep up to date and accurate records.• To use appropriate monitoring and evaluation tools.
Service Improvement	<ul style="list-style-type: none">• To encourage young people to participate in service re-design and improvement exercises, Off the Record and with wider agencies to improve provision for young people's' mental health across the city.• To actively seek feedback on the service, including develop a clear service where young people can comment and complain on our services, and these are acted upon.
Other	<ul style="list-style-type: none">• To engage in a structured programme of training and development commensurate to the role.• To support young volunteers and people on placement within the membership team.• To attend one-to-one supervision and team meetings.• To be responsible for ensuring all paper and electronic records are managed and stored safely at all times.• To respect and maintain the confidentiality of all OTR clients both internally and with external agencies.• 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, particularly in relation to safeguarding, risk and safety.



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Person Specification

	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • A good general standard of education and a demonstrable ability to apply knowledge. • Knowledge of issues young people face accessing support for mental health difficulties. 	<ul style="list-style-type: none"> • A degree or equivalent in a related field (e.g. Social Work, Health, Education, Youth Work). • Knowledge of services and their offer in the city
Experience	<ul style="list-style-type: none"> • One years experience of working with children and young people. • Experience of working effectively within a team. • Experience of facilitating group work. • An ability to empathise, relate and communicate with young people from a variety of social and cultural backgrounds. • Evidence that you can develop and maintain robust partnerships with organisations, this will include effective communication. 	<ul style="list-style-type: none"> • Experience working in the field of children and young people's mental health and/or rights. • Experience of working with volunteers.
Knowledge & Skills	<ul style="list-style-type: none"> • Knowledge of mental health issues affecting young people. • Demonstrable knowledge of health and care systems and structures. • Excellent communication skills and the ability to build and maintain professional relationships with a range of stakeholders • Demonstrable ability to work independently and to self-start. • Excellent networking, motivational and influencing skills. • Outstanding organisational skills. • Good written and verbal communication skills. • Excellent IT skills. 	<ul style="list-style-type: none"> • A basic knowledge of counselling ethics. • A basic knowledge of other mental health interventions. • The ability to assess and engage positively with risk. • A sound set of skills to use social media to engage with a range of audiences.
Qualities	<ul style="list-style-type: none"> • An empathic and non-judgmental nature. • The ability to build and maintain meaningful relationships with young people whilst maintaining professional boundaries. • Ability to recognise and respect confidentiality and its limits. • Demonstrate good self-care and resilience. • A self-starter, motivated to push forward ideas. 	

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	<ul style="list-style-type: none"> • A commitment to social justice, human rights and equality. • A focus on working in a solution and problem solving manner. • A commitment to ensuring young people's rights are upheld and voiced. 	
Other	<ul style="list-style-type: none"> • An ability and willingness to travel across Bristol. • A willingness to work flexibly, including some evenings and weekends. • Commitment to own professional development and willingness to undertake the training necessary for the role. • A full, clean driving licence and access to own transport 	

About Us

What We Believe	What We Value	How We Behave
<ul style="list-style-type: none"> • All theoretical models are wrong, but all of them are useful • Relationships are what make the difference • Mental health is social and political as well as personal • Social networks are more powerful than individual solutions • Building on strengths and capabilities is more sustainable than meeting needs and vulnerabilities • Participatory services are more effective than transactional ones • Our work is a vocation 	<ul style="list-style-type: none"> • Collaboration • Diversity • Learning • Sharing • Participation • Self-efficacy • Self-care • Transparency • Agency • Creativity • Social Action • Pragmatism 	<ul style="list-style-type: none"> • We're accommodating • We're integrated • We're thoughtful • We're supportive • We're open • We're resourceful • We're resilient • We're communicative • We're independent • We're imaginative • We're motivated • We're adaptable