



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120  
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

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## Job Pack

### **Engagement Link Worker (CAMHS)**

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.

The job pack consists of:

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

Please complete the application form and return by email to [recruitment@otrbristol.org.uk](mailto:recruitment@otrbristol.org.uk) or by post to the address above.

The closing date for this role is **midday Monday 6th July 2020** and interviews will be held on **Friday 10th July 2020**. We will contact you by email if your application is shortlisted, we will not be able to contact unsuccessful candidates or provide individual feedback on applications.

If you wish to have an informal discussion about the post, please contact **Laura Brain** via email – [laura@otrbristol.org.uk](mailto:laura@otrbristol.org.uk)

Best wishes,

Kellie Horder  
HR Manager | OTR Bristol



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## Role Summary

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|--------------------------|--|
| <b>Job Title</b>         | Engagement Link Worker (CAMHS)   |
| <b>Hours</b>             | 22.5 hours per week (0.6FTE)   |
| <b>Salary</b>            | Salary Band B £22,212 - £26,539 (pro rata)   Starting pro rata salary £13,327  |
| <b>Contract</b>          | Fixed term to 31st July 2022   |
| <b>Leave</b>             | 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.  |
| <b>Pension</b>           | Up to 3% of above salary for standard contracted hours   |
| <b>Location</b>          | Based at 8-10 West Street, Old Market, Bristol BS2 0BH with an element of outreach into CAMHS Teams across Bristol and South Gloucestershire   |
| <b>Reporting To</b>      | Team Manager (Engagement and Participation)  |
| <b>Job Purpose</b>       | <ul style="list-style-type: none"><li>• To develop a new role supporting the link between OTR and Child and Adolescent Mental Health Services (CAMHS) teams across Bristol and South Gloucestershire.</li><li>• To equip staff working within CAMHS with knowledge and resources to ensure young people are supported to engage with OTR or other services in their areas.</li><li>• To build a robust link between CAMHS and OTR in order that young people have timely and appropriate support.</li><li>• To ensure and uphold the values and the remit of OTR's work, and to be part of changing the story and expectations of young people, professionals and carers about when, and how young people should access services.</li><li>• To provide casework to a small number of young people, supporting them to access the HUB's and services within OTR.</li><li>• To support and develop early access and timely engagement with mental health and wellbeing support.</li><li>• To uphold and ensure all administrative tasks regarding notes and data collection are kept up to date to ensure that the project is robust and can be evaluated.</li><li>• To ensure that participation is at the forefront of OTR's work by collecting feedback from young people to help shape and develop this role</li></ul> |
| <b>Key Relationships</b> | <ul style="list-style-type: none"><li>• Team Manager (Engagement and Participation)</li><li>• Staff working in CAMHS teams across the area</li><li>• OTR Community Partnership Team</li><li>• OTR Membership Team</li><li>• Other OTR staff and volunteers</li><li>• Local statutory, voluntary and community organisations.</li></ul>   |

## Role description

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| <b>CAMHS<br/>(Children and Adolescent Mental Health Services)</b> | <ul style="list-style-type: none"> <li>● To be a positive advocate for and support the promotion of the work of OTR within Bristol and South Gloucestershire.</li> <li>● Work with CAMHS teams to build knowledge and confidence in relation to young people and mental health.</li> <li>● To be part of the CAMHS Getting Advice network, developing a front door into mental health services within the framework of iThrive</li> <li>● Attend CAMHS meetings and build the relationship between CAMHS and OTR.</li> <li>● Encourage and support the existing relationships that CAMHS team have with young people in order to foster engagement and referral into the relevant services.</li> <li>● 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.</li> <li>● Act as an information desk to the CAMHS teams.</li> </ul>   |
| <b>Intervention</b>   | <ul style="list-style-type: none"> <li>● 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 area.</li> <li>● To develop a robust knowledge of OTR services, communicating transparently with a range of stakeholders about what we offer, when and waiting times for these services.</li> <li>● Act as an information point for internal staff to ensure up to date service information is clearly communicated between teams.</li> <li>● Work with a small number of young people referred from CAMHS for a maximum of four weeks to support them in the transition to OTR services and beyond.</li> <li>● To positively communicate OTR's core messages in relation to early intervention, self referral, open access and health promotion.</li> <li>● To develop a route into our services via an online membership.</li> <li>● To advocate young people's rights throughout OTR and CAMHS services and help OTR as an organisation to further understand and develop services for vulnerable young people.</li> <li>● Build robust and transparent relationships with CAMHS and OTR in order to ensure that young people and staff are supported and services are linked up and coherent.</li> </ul> |
| <b>Administrative</b>   | <ul style="list-style-type: none"> <li>● Managing queries and enquiries from CAMHS team regarding the OTR offer.</li> <li>● Managing the CAMHS to OTR Pathway and ask as a point of contact for OTR staff in regards to referring young people to CAMHS</li> <li>● Inputting confidential information on our secure database.</li> <li>● Build community profiles based on the needs of particular communities and what is on offer in the city and surrounding areas, and then to communicate this information throughout the OTR teams.</li> <li>● Keep up to date and accurate records.</li> <li>● Use appropriate monitoring and evaluation tools to ensure that the pilot is robustly evaluated so that learning and development is ongoing.</li> </ul>  |
| <b>Service Improvement</b>  | <ul style="list-style-type: none"> <li>● To encourage young people to participate in service redesign and improvement exercises, both within OTR and with other agencies to improve provision for young people's mental health across the city.</li> <li>● To actively seek feedback on the service, through the development of procedures that allow young people to comment or complain about their experience with OTR and to ensure these are responded to appropriately.</li> </ul>  |

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| <b>Other</b> | <ul style="list-style-type: none"> <li>● To engage in a structured programme of training and development commensurate to the role.</li> <li>● To support young volunteers and people on placement within the membership team.</li> <li>● To attend one-to-one supervision and team meetings.</li> <li>● To be responsible for ensuring all paper and electronic records are managed and stored safely at all times.</li> <li>● To respect and maintain the confidentiality of all OTR clients both internally and with external agencies.</li> <li>● 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.</li> </ul> |
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## Person Specification

|                                 | <b>Essential</b>  | <b>Desirable</b>  |
|---------------------------------|---|---|
| <b>Education &amp; Training</b> | <ul style="list-style-type: none"> <li>● A good general standard of education and a demonstrable ability to apply knowledge.</li> </ul>   | <ul style="list-style-type: none"> <li>● A degree or equivalent in a related field (e.g. Social Work, Health, Education, Youth Work).</li> </ul>  |
| <b>Experience</b>               | <ul style="list-style-type: none"> <li>● Proven and demonstrable experience of working with children and young people in a group and 1:1 setting.</li> <li>● An ability to empathise, relate and communicate with young people from a variety of social and cultural backgrounds.</li> <li>● Evidence that you can develop and maintain robust partnerships with organisations, this will include effective communication.</li> <li>● Evidence of multi-agency working.</li> </ul>  | <ul style="list-style-type: none"> <li>● Experience working in the field of children and young people's mental health and/or rights.</li> <li>● Experience of working with volunteers.</li> <li>● Experience of facilitating group work.</li> </ul> |
| <b>Knowledge &amp; Skills</b>   | <ul style="list-style-type: none"> <li>● Knowledge of mental health issues affecting young people.</li> <li>● Knowledge of issues young people face accessing support for mental health difficulties.</li> <li>● Knowledge of services and their offer in the city</li> <li>● Understanding of the i-Thrive model</li> <li>● Demonstrable knowledge of health and care systems and structures.</li> <li>● Excellent communication skills and the ability to build and maintain professional relationships with a range of stakeholders</li> <li>● Demonstrable ability to work independently and to self-start.</li> <li>● Excellent networking, motivational and influencing skills.</li> <li>● Outstanding organisational skills.</li> <li>● Good written and verbal communication skills.</li> <li>● Excellent IT skills.</li> </ul> | <ul style="list-style-type: none"> <li>● A basic knowledge of other mental health interventions.</li> <li>● The ability to assess and engage positively with risk.</li> </ul>   |

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| <b>Qualities</b> | <ul style="list-style-type: none"> <li>• An empathic and non-judgmental nature.</li> <li>• The ability to build and maintain meaningful relationships with young people whilst maintaining professional boundaries.</li> <li>• Ability to recognise and respect confidentiality and its limits.</li> <li>• Demonstrate good self-care and resilience.</li> <li>• A self-starter, motivated to push forward ideas.</li> <li>• A commitment to social justice, human rights and equality.</li> <li>• A focus on working in a solution focused and problem solving manner.</li> <li>• A commitment to ensuring young people's rights are upheld and voiced.</li> </ul> |   |
| <b>Other</b>     | <ul style="list-style-type: none"> <li>• An ability and willingness to travel across Bristol and South Gloucestershire.</li> <li>• A willingness to work flexibly, including some evenings and weekends.</li> <li>• Commitment to own professional development and willingness to undertake training necessary for the role.</li> </ul>   | <ul style="list-style-type: none"> <li>• A driving licence and access to transport</li> </ul> |

## About us

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

