

Candidate Information Pack

Senior Children and Young People's Support Worker



Hello and welcome!

Hello – and thank you for your interest in joining Scarborough, Whitby and Ryedale Mind!

We're a local mental health charity with a big heart and even bigger ambitions. Our mission is simple but powerful: to make sure that no one in our community has to face a mental health problem alone. For over 60 years, we've been walking alongside people through the ups, downs, twists and turns of life – always with compassion, understanding, and a bit of Yorkshire grit.

We know that mental health isn't one-size-fits-all. Everyone's story is unique, which is why we take a whole-person approach. Whether that's offering a listening ear, creative therapies, peer support, or just a safe space to be yourself – we're here for the journey, not just the crisis.

Our team is made up of people who genuinely care – staff, volunteers, trustees, and partners – all pulling together to make a difference in Scarborough, Whitby and Ryedale. We believe in honesty, kindness, and rolling up our sleeves to get things done. And while the work is serious, we never forget the importance of warmth, laughter and human connection along the way.

We're excited about the future. We're growing, evolving, and determined to tackle the challenges our communities face head-on. But to do that, we need brilliant, passionate people like you.

In this pack you'll find:

- Details of the roles and what we're looking for
- Who we are, what drives us, and the values we live by
- What you can expect from us (and what we'll expect from you)
- How to apply and take the next step

We're powered by tea, biscuits, compassion, and a stubborn belief that things can get better. If that sounds like your cup of tea (literally), we'd love to hear from you.

About the roles

Job Title	Senior Children and Young Person's Mental Health Support Worker
Responsible to	Deputy CEO
Hours	37.5 hours a week
Based at	Scarborough, Whitby and Ryedale Driving license and access to vehicle is essential
Purpose of the roles	
To lead high-quality, trauma-informed and person-centred practice across SWR Mind's CYP services, providing direct support to young people with more complex needs and day-to-day line management, guidance and support to two CYP workers. The postholder will combine hands-on outreach and mentoring with practice leadership. They will help the team make sound, proportionate decisions; maintain safe and manageable caseloads; respond consistently to safeguarding and risk; and deliver inclusive, accessible support shaped by young people's voices.	

Key Responsibilities:

- Hold a planned caseload, including young people presenting with more complex needs, multiple disadvantages or elevated levels of risk within the scope of a non-clinical service.
- Build safe, consistent and trusting relationships through flexible 1–2–1 outreach in schools, homes, community venues and other appropriate settings.
- Complete proportionate needs assessments, support plans, risk assessments, safety plans and regular reviews with young people.
- Support young people to identify strengths, goals and coping strategies, including anxiety management, routines, emotional regulation, social connection, engagement with education and advocacy with services.
- Work collaboratively with families, schools, counsellors, health and social care professionals and community partners, with the young person's consent wherever appropriate.
- Recognise when needs are outside SWR Mind's expertise or service boundaries and coordinate timely escalation, referral or joint working with specialist services.
- Contribute to hubs, activity programmes and psychoeducation sessions, ensuring delivery is safe, inclusive, identity-affirming and responsive to sensory and accessibility needs.

Line Management & Staff Support

- Provide regular, structured line management supervision to the CYP support workers covering wellbeing, workload, performance, development and reflective practice.
- Offer timely advice, case consultation and debriefing, helping workers think through complexity without removing their professional autonomy or accountability.
- Allocate and review caseloads in partnership with the Administration Coordinator and CEO, balancing complexity, capacity, continuity, worker wellbeing and project targets.
- Support staff to produce high-quality assessments, plans, risk documentation, case notes and outcome records, addressing gaps promptly and constructively.
- Set clear expectations, agree objectives, review progress and contribute to probation, appraisal and development planning in line with organisational procedures.
- Identify learning needs and support induction, shadowing, coaching and access to relevant training.
- Promote psychologically safe teamwork, appropriate boundaries and a culture in which uncertainty, mistakes and concerns can be discussed openly and learned from.
- Escalate significant safeguarding, conduct, performance, capacity or wellbeing concerns to the CEO in a timely manner.

Safeguarding, risk and quality

- Act as the first point of consultation for CYP workers on day-to-day safeguarding and risk concerns, while following SWR Mind's formal safeguarding escalation procedures and the authority of the Designated Safeguarding Lead.
- Support proportionate decision-making, clear recording, information sharing and multi-agency liaison when a child or young person may be at risk of harm.
- Review higher-risk or complex cases regularly and ensure agreed actions, contingency arrangements and professional boundaries remain clear.
- Monitor the quality and timeliness of case recording on Lamplight and other organisational systems, undertaking periodic case-file checks as agreed with the CEO and deputy.
- Contribute to service guidance, practice standards and learning reviews so trauma-informed and neurodiversity-affirming principles are embedded consistently.
- Maintain confidentiality and data protection while recognising the circumstances in which information must be shared to protect a young person or others.

Service coordination, partnerships and development

- Coordinate day-to-day delivery across relevant CYP strands, helping avoid duplication and creating clear pathways between MindSpace, Basecamp, Lighthouse, Beyond Harm, activities and counselling.
- Support the planning and safe delivery of hubs, group activities, outreach and events, including staffing, venue, accessibility and risk considerations.
- Develop constructive relationships with schools, colleges, community organisations, statutory services and specialist providers.
- Ensure young people's lived experience and feedback shape delivery through reviews, advisory or steering activity, co-production and accessible feedback options.
- Contribute to monitoring, evaluation and reporting, engagement data, qualitative feedback and case studies.
- Help monitor reach and equity of access, particularly for young people experiencing poverty, racialised communities, LGBTQ+ young people and others who face barriers to support.
- Represent SWR Mind positively at meetings, events and partnership activities and contribute to the ongoing development and sustainability of CYP services.
- Undertake any other reasonable duties appropriate to the seniority and purpose of the role.

Key Approaches

The role will be delivered using:

- Trauma-informed practice: safety, honesty, choice, collaboration, empowerment, connection and valuing difference
- Neurodiversity-affirming and identity-affirming approaches
- Person-centred, strengths-based and relational support
- Activity-led and community-based engagement
- Co-production, participation and youth voice
- Holistic support that recognises social and environmental causes of distress
- Reflective practice, professional curiosity and clear boundaries

Scope and accountability

This is a senior practice and line-management role, not a clinical post. The postholder will provide skilled non-clinical support and coordinate work with counsellors and specialist agencies where appropriate. They must not work beyond their competence or provide clinical assessment or treatment unless separately qualified and authorised to do so.

The Senior CYP Worker is responsible for day-to-day management of the two named CYP workers. Formal organisational accountability, designated safeguarding leadership, disciplinary decisions, strategic service oversight remain with the CEO and deputy.

General expectations

- Work within SWR Mind's values, policies, procedures and delegated authority.
- Maintain appropriate professional boundaries and protect confidential and sensitive information.
- Participate in supervision, reflective practice, team meetings, training and continuing professional development.
- Actively promote equality, diversity, inclusion and accessibility and challenge discriminatory practice.
- Take reasonable care of personal wellbeing and seek support early where the emotional impact of the work may affect safe practice.
- Contribute to a collaborative whole-team culture and represent the organisation professionally.
- This job description outlines the main duties of the role. It may be reviewed with the postholder to reflect service development, funding requirements and organisational need, without changing the fundamental character of the post.

Person Specification

Competence Area	Eseential	Desirable
Qualifications	Good general standard of education. Relevant qualification or equivalent substantial experience in youth work, mental health, social care, counselling, education or a related field.	Management, supervision, coaching or trauma-informed practice qualification/training.
Values	Compassionate, non-judgemental and committed to young people's strengths, voice and potential. Values individuality, equity, safety, collaboration and lived experience. Reflective, emotionally warm, dependable and willing to challenge discrimination and stigma.	Lived experience relevant to mental health, neurodivergence or barriers faced by young people, used safely and with appropriate boundaries.
Knowledge	Strong understanding of CYP mental health, trauma and adversity; safeguarding and contextual safeguarding; risk assessment and safety planning; confidentiality, consent and information sharing; professional boundaries; neurodiversity and identity-affirming practice; and the impact of poverty, discrimination and social factors on wellbeing.	Knowledge of local CYP pathways, CAMHS, education, early help, social care and community resources. Understanding of gender-based and identity-based trauma, self-harm and intersectionality.
Experience	Substantial experience of direct 1–2–1 work with vulnerable children or young people; managing complex situations and competing risks; assessment, planning and review; multi-agency working; accurate case recording; outcomes monitoring; and working independently in community settings.	Previous formal line management or practice supervision. Experience of group facilitation, youth co-production, service development, case-file auditing, advocacy or partnership representation.
Leadership skills	Able to provide calm, clear and supportive leadership; hold reflective and performance-focused supervision; give constructive feedback; make and explain proportionate decisions; manage workload and caseload complexity; recognise limits; and escalate concerns appropriately.	Experience supporting staff wellbeing, resolving practice difficulties or contributing to induction and training.

Person Specification

Competence Area	Eseential	Desirable
Communication and organisation	Excellent written and verbal communication; able to engage young people, families and professionals; organise own and team priorities; maintain accurate records; use standard IT and database systems; and work collaboratively while using initiative.	Skills in de-escalation, motivational interviewing, restorative approaches or accessible communication.
Practical requirements	Able to travel independently across the service footprint; willing to work flexibly, including some evenings and occasional weekends; able to meet Enhanced DBS and safer-recruitment requirements.	Knowledge of the Scarborough, Whitby, Ryedale and Filey communities.

About Us



Who are SWR Mind?

We are a small team of passionate outreach workers, advocates and support staff who work in collaboration with clients, partner agencies etc., to support people to improve their mental health and live a meaningful and rewarding life. Most of us have lived experience of mental illness which drives our ambition to see a community where everyone living with mental ill health experiences compassion, opportunities, support and respect.

Our Vision

A community where everyone with mental health experiences compassion, opportunities, support and respect

Our Mission

We work in partnership to ensure that people with mental ill health in Scarborough, Whitby and Ryedale have access to personalised support that empowers and enriches their lives. We work to raise awareness and educate our community about mental health.

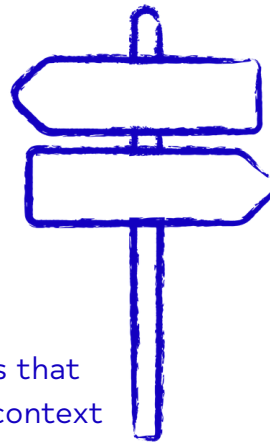
Our Values:

- **Autonomy:** We are committed to helping people make their own decisions
- **Participation:** We ensure that every person involved with us is supported and able to take part in our opportunities, services and activities
- **Uniqueness:** We advocate, acknowledge and celebrate uniqueness
- **Respect:** We have high regard for the feelings, wishes and rights of others
- **Knowledge:** We seek and share knowledge to raise awareness and improve the lives of people with mental ill health in our community
- **Compassion:** Without judgment, we show empathy, understanding, consideration, kindness and sensitivity to all people

The Mind Network

Mind is a federated network in England and Wales. That means we are all independent, locally focused charities with our own governance, responsibility for raising funds and deciding on the direction of our charity. We are not funded by the shops but predominantly by grants from foundations, donations, fundraising and earned income. Through the network, we are quality assessed and staff across the network have access to the Mind Hub with resources, information, communities in practice and opportunities to get involved in changing the system for the better.

About You



Why work for us?

You're probably not focused on the glamorous salary. We are limited by costs that grant funders are willing to pay, however, we offer a competitive rate in the context of local support work and other local Mind's. Salary will be reviewed annually or when a new project funder is applied to. We do offer:

- Flexible working
- Employee Assistance Package (including counselling, contributions to dental, eye care and physiotherapy etc) through Sovereign and access to counselling via the Mind employee assistance package
- Varied working environments in community, clients homes, office and work from home
- 28 days' holiday (pro-rata)
- All out of pocket expenses (including travel, parking, refreshments; excluding commuting costs)
- Casual dress
- Staff training and away days
- Full DBS check and extensive training
- Company pension
- Relaxed office environment (including free refreshments, food cupboard and sanitary/hygiene provision) and a supportive team behind you.
- Co-production at the heart of our work - you help shape all the services we deliver and new ideas are always welcomed!

Who are we looking for?

- Someone who is good at building relationships
- Someone with enthusiasm
- Someone who is compassionate
- Someone who can motivate others
- A non-judgemental person who values individuality and respects unique life stories
- Someone who enjoys that every day will be different!
- Someone who can make a good cuppa and, ideally, a good cake!

Be the person who can change someone's life for the better!



How to apply



You can complete an application form at <https://forms.office.com/e/jdX7hza9Hu>

Once you have submitted your application, please complete our equality monitoring questionnaire which can be found at <https://forms.office.com/e/8d2xW1Vbzy>

This helps us understand if we are reaching a cross section of people in our community and whether people feel that SWR Mind is an accessible place to come and work. All equality data is recorded and held anonymously and is in no way connected to your job application.

If you would like to arrange an informal chat about the role, please send your contact information to info@swrmind.org.uk and someone will be in touch to arrange a call.

What happens next?

Once the application date is closed, a recruitment panel will review your application and be in touch with a decision on whether to invite you to interview. Unfortunately due to the volume of applications we receive, we are unable to provide feedback to unsuccessful candidates at this stage.

If you are shortlisted, you will be invited to an interview and we will provide copies of most of the questions in advance in order to minimise the anxiety of the interview process (additional questions may be asked during the interview in response to your answers.)

Applications must be submitted by 17:00 on August 24th 2026. Late submissions will not be accepted.

If you'd like to find out more about our work, events, fundraisers and other vacancies, sign up to our newsletter at <https://swrmind.org.uk/newsletter-sign-up>



Privacy Notice for Applicants

Thank you for your interest in working with SWR Mind. As part of our recruitment process, we collect and process personal data relating to job applicants. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

What information do we collect?

We may collect the following information during the recruitment process:

- Your name, contact details, and date of birth
- Employment history, qualifications, and references
- Information contained in your CV, cover letter, and application form
- Interview notes and assessment results
- Right to work documentation
- Equal opportunities monitoring information (optional)

Why do we collect your data?

We process your data to:

- Assess your suitability for the role
- Communicate with you during the recruitment process
- Comply with legal and regulatory obligations
- Maintain records for auditing and reporting purposes

Legal basis for processing

We process your personal data under the lawful basis of:

- Contract: To take steps at your request before entering into a contract
- Legal obligation: To comply with employment and immigration laws
- Legitimate interests: To manage our recruitment process effectively

Who has access to your data?

Your information may be shared internally with staff involved in the recruitment process. We will not share your data with third parties unless required by law or with your consent.

How long do we keep your data?

If your application is unsuccessful, we will retain your data for up to 6 months after the recruitment process ends. If successful, your data will be transferred to your employee record and retained in line with our employee privacy notice.

Your rights

You have the right to:

- Access your data
- Request correction or deletion
- Object to processing
- Withdraw consent (where applicable)

To exercise your rights or ask questions, please contact:

Email: info@swrmind.org.uk

Address: SWR Mind, First Floor, 24 Huntriss Row, Scarborough, YO11 2EG

How to find us:

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