



MACS is the leading specialist youth homeless charity in Northern Ireland. We provide 24/7 supported housing to young people leaving care and who are homeless, floating support to young people in the community, shared tenancies, prison resettlement and wellbeing support.

OUR VISION:

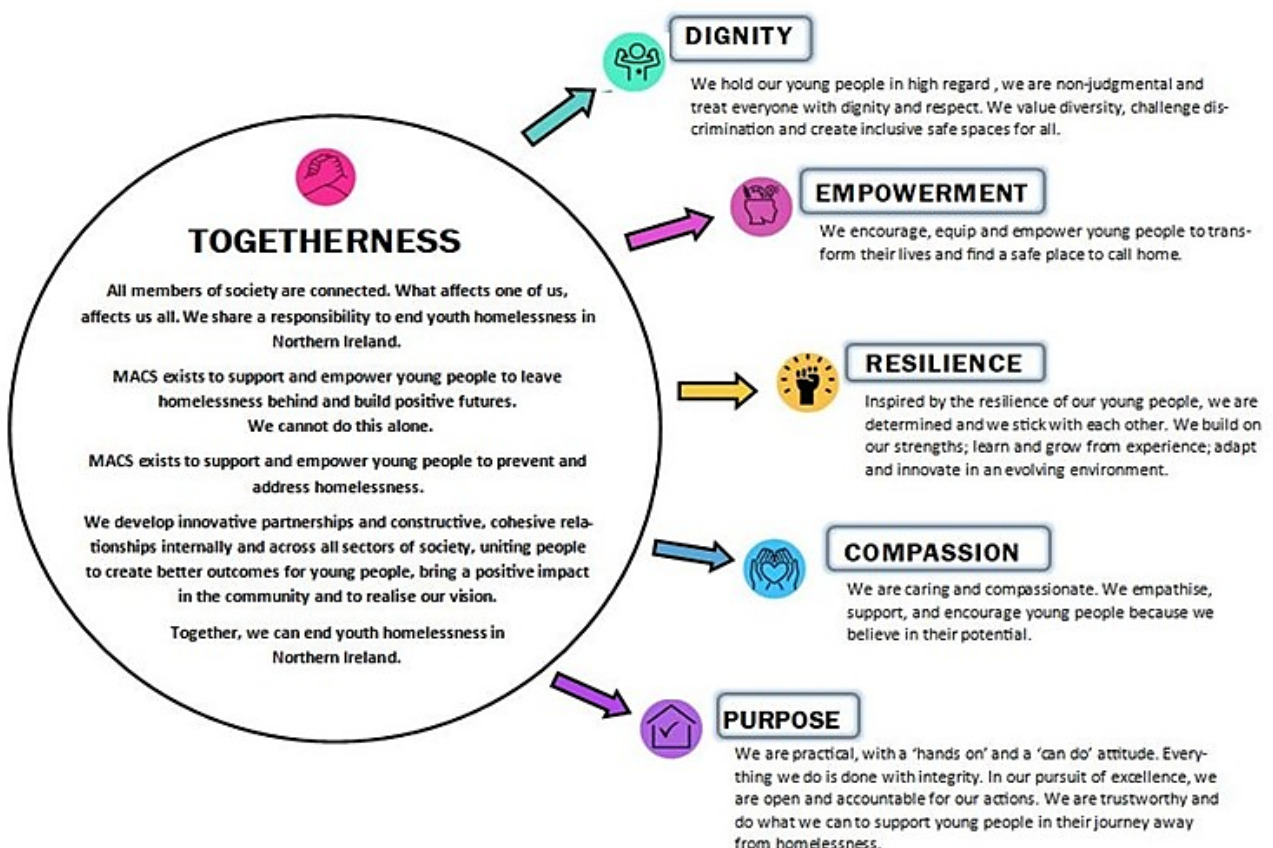
An end to youth homelessness in Northern Ireland

OUR MISSION:

Together we will empower young people on their journey to find a safe place to call home and build brighter futures.

OUR VALUES:

Everything we do as an organisation is underpinned by our core values. We live these values in the way we interact with colleagues, children and young people and all external stakeholders.



In MACS we encourage an interdependent way of living. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

OUR CULTURE:

Interdependence – MACS recognise that as social creatures, we cannot exist totally independently from others.

Personal Growth and Development - We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

Learning from Mistakes - Our ethos and belief are that by examining what went wrong, we can improve and use the learning.

Self Determination and Autonomy - MACS employ experienced and skilled staff that we trust to work effectively and safely with our young people.

Judging Others - MACS recognizes that judgements are natural, however we ensure that ours are examined and explored in a way that results in a positive outcome for all.

Communication - We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organization as a whole.

Trust and Integrity - We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by trust and integrity.

Involving Yourself - MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

We expect all staff to commit to and embrace the vision, mission, values and culture of the organisation as defined above.

MACS WELLBEING SERVICE

JOB DETAILS

Job Title:	Mental Health and Wellbeing Worker
Conditions:	Full Time, Fixed Term (until 31.03.26)
Funder:	Public Health Agency
Responsible to:	Floating Support and Outreach Manager
Location:	303 Ormeau Road, Belfast, BT7 3GG (with regular travel to Downpatrick and Lisburn)
Hours of Employment:	Full Time: 35 hours per week. Working Hours may include evenings, weekends and bank holidays and may change to reflect the needs of the young people
Salary:	£25,545 per annum and pension 4% of salary
Holidays:	36 days per annum (increasing by 1 day per year of service up to a max of 41 days per annum. Increase is effective from the 1st April each year, once a full year of service has been completed).

This holiday entitlement is inclusive of Bank/Public Holidays and given the nature of the business, it may sometimes be necessary to work on Bank/Public Holidays, so you have access to use this holiday entitlement at another time. MACS also offer a double pay rate for essential shift cover in its Supported Housing Services on specific bank / public holiday dates.

It will be a requirement of this post to be registered with the Northern Ireland Social Care Council (NISCC).

JOB DESCRIPTION

ROLE OVERVIEW

MACS Wellbeing Support Service provides mental health support and mentoring to children and young people aged 16-25. Wellbeing workers support children and young people who experience low mood, suicidal ideation and self-harm to build resilience, increasing coping strategies and develop support networks. Children and young people will receive individualized support through support planning, regular reviews and keeping safe planning where appropriate. Support is also provided through volunteer mentors and group work.

This Job Description demonstrates the job role, who you will be accountable to in carrying out your duties and an explanation of why:

Job role	Accountable to	Why?
Ensure all young people are cared for and supported through appropriate staffing.	Young People	Establish a positive relationship with the young people, parents and carers to ensure they can achieve their goals.
	Team	To ensure as a team young people have access to workers to support them to address isolation and loneliness.
	Manager/Organisation	To ensure young people and volunteer's needs are met and to address isolation and loneliness.
Adhere to NISCC Code of Conduct and MACS Policies and Procedures including; Child Protection, Adult Safeguarding and Lone Working in order to safeguard young people and staff.	Young People	To ensure that staff and Young People are both informed and safe.
	Organisation	To maintain the ethos of MACS, good practice and to ensure an effective provision of service and accountability within the Team.
	Manager	Ensure quality standards are adhered to.
Provide holistic, practical support to young people on a one to one and group basis to manage their mental health.	Young people	Young people receive support that meets their needs.
	Team	Ensure every young person receives the support required.
	Manager	To ensure young people are provided with the appropriate support based on needs.
Proactively maintain a waiting list, prioritising young people, and providing fortnightly telephone support.	Young person	To build relationships with emerging young people and ensure their immediate needs are met whilst waiting.
	Organisation	To ensure that young people are supported in an efficient and proactive way.

Job role	Accountable to	Why?
	Manager	To ensure ongoing review and prioritisation in accordance with the young person's needs.
Maintain and review accurate and up to date records including support plans, keeping safe plans and contact records.	Young people	Young people's information is kept safe and secure. MACS adhere to GDPR guidelines and promote transparency with young people in how information is shared.
	Manager	To ensure all records are accurate and up to date and in line with GDPR guidelines.
	Organisation	To ensure quality standards are maintained in accordance with MACS internal processes.
Work effectively within a team, ensuring information is communicated with young people and external agencies including mental health services, social services etc.	Young people	To ensure relevant information is shared and young people access holistic support through a partnership approach.
	Team	To ensure relevant information is shared in a timely and appropriate manner. Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team.
	Manager	To ensure as a team the relevant processes are being adhered to in regard to effective communication.
Recording and communicating in line with statutory, funder and MACS requirements.	Stakeholders	MACS staff adhere to GDPR guidelines and promote transparency with young people in how information is shared.
	Young people	To ensure that MACS provide best support for progression and benefits towards mental health. To ensure that the Young Person understands why information is shared with outside agencies.
	Manager	To meet good practice requirements. Young people's information is kept safe and secure.
To be proactive in service development, network with external agencies and promote the profile of MACS.	Team	Workers will be integral in the strategic direction of the organisation.
	Manager	To deliver high quality services in partnership with stakeholders to improve outcomes for young People.

Job role	Accountable to	Why?
To contribute to the induction and support of new staff.	Young People Team Manager	To promote a consistent service to young people. Ensure all staff are supporting young people in accordance with MACS ethos, values and policy and procedures. To ensure workers receive a comprehensive induction and adequate support.
Advocate for young people to ensure they have their voices heard.	Young People	To empower Young People to understand their rights and that they are upheld.
Promote team cohesion with a solution focused approach and the use of the Decision-Making Model.	Young People Team Manager	To promote consistent care and support. To ensure team cohesion, safe and effective practice. To ensure best practice. To ensure that informed decisions are made and all staff are consulted, responsible and accountable in this process.
Engage in reflection, personal and professional development both personally and as part of a team.	Young People Team Manager	Young people will receive support from a highly skilled team. In order to contribute to a skilled and continually developing team. Learning and development promotes competence, resilience and compassion when working with young people.
Support the Manager to recruit, train and support volunteers	Team Young People Volunteers	To ensure adequate numbers of volunteers join the organisation and are trained to a high standard. To ensure that Young People receive a high standard of mentor. To provide volunteers support in training advice and guidance.
Prepare for, manage and support mentoring matches	Young People Volunteers	To ensure young people have positive experiences of mentoring and achieve their goals. To enable volunteers to carry out duties confidently with your support.
Identify need for group work opportunities,	Young people	To provide opportunities for young people to reduce isolation and loneliness. To help

Job role	Accountable to	Why?
creating and facilitating groups to enhance social and personal development.	Team Manager	young people develop skills and coping strategies. To provide opportunities to young people to manage social isolation and loneliness. To ensure participation of young people is being actively promoted and in line with MACS Ethos and Values.
To meet to with manager monthly in supervision and work on agreed targets in line with funding contracts	Team Manager	To promote best practice in supporting young people. To ensure staff development and targets are met.
Manage budgets and identify sources of funding to meet needs of young people and apply independently for this	Young person Finance Team Manager	To ensure young people have access to additional funds to meet their needs. To ensure any expenditure is line with team budgets. Ensure good communication regarding expenditure whilst not exceeding the budget. To ensure young people have access to additional funding and expenditure are in line with team budgets.
Undertake any other duties as required.	Young People Team Organisation	To ensure young people are put first. To work as part of a team. To contribute to the organisation's needs.

PERSONAL REQUIREMENTS

- The ability to plan and prioritise workload
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision

- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People’s needs and strategic objectives
- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
<ul style="list-style-type: none"> • 1 years’ experience of working with Children and Young people aged 16-25 who have experienced mental ill-health. <p>OR</p> <ul style="list-style-type: none"> • Degree in Social Work, Youth and Community Work or similar <p>AND</p> <ul style="list-style-type: none"> • 6 months experience of working with Children and Young people aged 16-25 who have experienced mental ill health. 	ESSENTIAL	SHORTLISTING
CRITERIA 2		
<ul style="list-style-type: none"> • Experience of successfully liaising with a variety of agencies. 	ESSENTIAL	INTERVIEW
CRITERIA 3		
<ul style="list-style-type: none"> • Experience of delivering group work. 	ESSENTIAL	INTERVIEW
CRITERIA 4		
<ul style="list-style-type: none"> • Can develop own approach to practice based on reflection and feedback. • To be resilient and compassionate in a challenging environment. 	ESSENTIAL	INTERVIEW
CRITERIA 5		
<ul style="list-style-type: none"> • A full, current driving license with access to a car insured for business use is required to meet the requirements of the post in full. 	ESSENTIAL	SHORTLISTING
DESIRABLE CRITERIA		
<ul style="list-style-type: none"> • Experience of recruiting, training and supporting volunteers. 	DESIRABLE	SHORTLISTING