

## JOB DESCRIPTION & PERSON SPECIFICATION

Role Details	
<b>Title</b>	Lead Youth Worker
<b>Band</b>	7
<b>Hours per week</b>	Part time, 22.5 hours per week
<b>Contract type</b>	The postholder will be employed by Great Ormond Street Hospital NHS Foundation Trust (GOSH) on behalf of the Southern Hub partnership of Evelina London Children's Hospital, part of Guy's and St Thomas' NHS Foundation Trust (GSTT), South London and Maudsley Hospital NHS Foundation Trust ("SLaM") and GOSH.
<b>Location</b>	Central London location within zone 2, close to transport links
<b>Responsible to</b>	Clinical Lead of Children and Young People's Gender Service
<b>Accountable to</b>	Clinical Lead of Children and Young People's Gender Service

### Background

In 2020, NHS England commissioned Dr Hilary Cass to review gender identity services for children and young people, currently delivered by the Tavistock and Portman NHS Foundation Trust's Gender Identity Development Service (GIDS).

The Cass Review emphasised the need to move to establish regional services that work to a new clinical model that can better meet the holistic needs of a vulnerable group of children and young people.

The first phase in these plans is to establish two new nationally networked services led by specialist children's tertiary care providers; one in the North (the Northern Hub) delivered by a partnership of Alder Hey Children's NHS Foundation Trust and the Royal Manchester Children's Hospital (part of Manchester University NHS Foundation Trust), and one in London (the Southern Hub) delivered by a partnership of Evelina London Children's Hospital (part of Guy's and St Thomas' NHS Foundation Trust), Great Ormond Street Hospital and the South London and Maudsley NHS Foundation Trust.

### Service Information

A new clinical pathway has been developed, based on the recommendations of The Cass Review Interim Report ([Interim report – Cass Review](#)), the NHS England interim service specification ([NHS England » Interim service specification for specialist gender incongruence services for children and young people](#)), and the expertise of many clinicians from across the Northern and Southern Hubs. The service will be delivered by a wide multi-disciplinary team including paediatricians, mental health practitioners, youth workers, nurses, speech and language therapists and occupational therapists. Who children and young people see will be dependent on the support and care they need.

Children and young people will receive an in-depth assessment of their needs, and a care plan will be developed with them and, if needed, those supporting them. Children and young people may be offered a range of care interventions such as therapy, family therapy, physical health support, or mental health support for any identified difficulties they may want help with. The team will also liaise with health professionals in local services nearer to the child or young person.

As of the end of October 2023, NHS England is currently consulting on the clinical policy for Puberty Suppressing Hormones, as well as coordinating the development of a study into the impact of puberty suppressing hormones ('puberty blockers') on gender dysphoria in children and young people with early-onset gender dysphoria. Provision of endocrine services will be commissioned separately and delivered according to the outcome of this policy and the position of the research as the service initiates.

It is expected that the NHS Children and Young People's Gender Service will continue to change and evolve as more learning, research and evidence is developed in this area. In addition, it is expected that more hubs will go live across the country, and clinicians will work together in a National MDT for complex cases and sharing of learning.

### Scope of the service

The service will support both new children and young people from the waiting list, and those who still require care post the end of March 2024 and agree to be transferred from the Tavistock's Gender Identity Service into the new service.

### Culture and Values

Each Trust within the Southern Hub have developed values with our staff, patients and families that characterise all that we do and our behaviours with our patients and families and each other.

GSTT Values:	GOSH Values:	SLaM Values:
<ul style="list-style-type: none"> <li>• put patients first</li> <li>• take pride in what we do</li> <li>• respect others</li> <li>• strive to be the best</li> <li>• act with integrity.</li> </ul>	<ul style="list-style-type: none"> <li>• Always welcoming</li> <li>• Always helpful</li> <li>• Always expert</li> <li>• Always one team.</li> </ul>	<ul style="list-style-type: none"> <li>• Kindness</li> <li>• Respect</li> <li>• Together.</li> </ul>

### Diversity and Inclusion

We are committed to promoting an environment that embraces diversity and promotes equality of opportunity. Staff should apply the values above in all that they do. We would like all our families and staff to feel valued and respected because we try to understand and provide for their individual needs.

### **Main purpose of the job**

The Lead Youth Worker will play an important role in managing a team of youth workers as well as managing a small caseload of young people. This role will:

- Provide line management and clinical supervision to a team of Youth Workers.
- Meet and greet children and young people and their families, and help understand their expectations of the service, ensure other staff are aware and are able to mitigate this.
- Manage a caseload of young people with complex needs in a “key worker” role, using evidence-based practice and advanced knowledge and experience to assess, plan, implement and evaluate youth work interventions.
- Ensure an effective care pathway is taken for individual children and young people and their families throughout the service and liaise with other healthcare providers to ensure high quality care is provided.
- To manage, contribute and develop the maintenance of an age-appropriate environment for the service.
- Contribute to the development of efficient systems for care pathways and participate in the planning, development, and improvement of the service and young peoples’ experience
- Actively work to improve the safety and quality of the service.

### **Key working relationships**

Internal:

- Staff within the service
- The GDS programme team
- Programme SROs and CEOs
- Safeguarding leads

External:

- Safeguarding leads from different organisations
- The North Hub
- NHS England Specialist Commissioning
- Local services

### **Main duties and responsibilities:**

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

## **Patient Support**

- To help alleviate patient's anxieties and fear, helping to increase their understanding of and co-operation during their time in receiving specialised treatment/care.
- To liaise with all members of the MDT and other healthcare agencies to provide the highest quality care to CYPGS patients and young people in the service
- To support patient and public involvement and ensure the service hears and responds to feedback from children and young people
- To improve patient's emotional and psychological well-being while receiving specialised assessment and intervention.
- To provide a welcoming, safe and secure environment for children and young people and their families
- Be the first point of interaction with the service for young people and their families, ensuring they feel welcomed and supported
- To increase awareness, understanding and knowledge of the youth team's work and how our services help children and young people during their care journey within the service, internally and externally.

## **Therapeutic Role**

- To work as an advanced youth practitioner and manage a caseload of young people with complex needs, being their "key worker" and point of contact for the service
- Ensure that the environment is appropriate for children and young people, and suitable for a diverse range of children and young people and families.
- Support, develop and manage systems to ensure the smooth transfer of children the interim service, adult services or back to local services
- Use advanced knowledge and understanding of adolescent development and child and young person protection issues to observe and assess children and young people, reporting back to the MDT relevant details.
- To plan, implement and evaluate interventions to achieve agreed goals, in collaboration with the MDT, the child/young person and their family.
- To work independently to meet the needs of young people as well as part of the MDT, liaising with a wide range of professionals to meet the emotional and psychological needs of the children and young people.
- To select and apply therapeutic techniques to help young people overcome difficulties with hospital admission/procedures.
- Provide support to families that are under stress and in crisis, providing expertise on helping their child cope and adapt to specialised assessment and intervention, demonstrating a commitment to family centred care.
- To monitor, evaluate and modify youth work interventions in order to measure the children and/or young persons' progress and ensure effectiveness of care plan.

## **Communication**

- Maintain effective communication with children, young people and their families, working closely with them to ensure high quality care is provided enabling them to cope and adapt to treatment.
- To establish effective communication, both verbal and written, with all members of the multidisciplinary team in CYPGS and with other health professionals as required
- To communicate sensitively and professionally in complex and challenging situations, such as with parents who have been told bad news, or with a teenager who has been abused.
- To have an awareness of the referral pathway.
- To establish communication links with other agencies/services involved with the child/young person and to effectively liaise with a wide range of professionals, within other agencies/hospitals to ensure the highest standard of care is provided.
- Ensure that up to date written records and activity data are maintained in accordance with Professional standard.
- Communicate in a way which meets the needs of a diverse audience and in a way that influences recipients effectively.

### **Service Development and Delivery**

- To actively contribute to the planning, evaluation and audit of practice, care pathways and protocols.
- To be proactive in the delivery of the youth service development plan
- Support the development of processes relating to youth support for the interim and the longer term
- Contribute to, develop and manage the development of efficient systems for care pathways and participate in the planning, development and evaluation youth services within the service
- Work with staff from across the wider multi-disciplinary team to ensure that young people's needs are met as well as external services including the Police, Children's Services, schools, voluntary sector and faith organisations, etc.

### **General**

- Demonstrate a professional approach to work and act in accordance with your trust's values
- Ensure documentation is complete and up to date in line with trust and other professional guidelines as appropriate
- Ensure self and others acknowledge, recognise and respect peoples' expressed beliefs, preferences and choices, respecting diversity, and valuing people as individuals
- Take account of own behaviour and its effect on others
- To be aware of risk relating to aggressive and challenging behaviour amongst the client group, and follow appropriate policies relating to its management.
- To respond appropriately and professionally to emotionally distressing situations and to support others involved in such situations

- Actively promote partnership working with staff and their representatives, providing a safe environment for escalation of concerns or anxieties
- Collate data and information as required to support effective information management and evaluation etc
- To support effective communication and collaboration between organisations and staff associated with the service
- Support learning across, and development of the whole service, beyond individual areas. Proactively identifying opportunities and ways to improve quality, efficiency and patient experience
- Communicate effectively and share learnings and information with colleagues in the North Hub, NHS England and others as requested by programme leadership
- Act with the utmost discretion and sensitivity in delivery and any discussions regarding the service
- Proactively identify opportunities for evaluation and potential research.
- Demonstrate a high level of communication skills and act as an advocate for children and young people and staff within the adolescent endocrine service
- Work effectively within the multidisciplinary team ensuring an individualised, evidence based optimum service for each patient and their family.
- Actively participate in programme or oversight governance and associated reporting as necessary
- Be accountable for and ensure own competence in practice
- Take part in reflection and appropriate learning from practice, to maintain and develop competence and performance
- Be responsible for youth work budgets where required.

This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

### **Other information**

The NHS Children and Young People's Gender Service is a newly formed service, therefore changes in the core duties and responsibilities of this role may be required from time to time. These guidelines do not constitute a term or condition of employment. This job description is intended as an outline of the areas of activity and can be amended in the light of the changing needs of the service and will be reviewed as necessary in conjunction with the post-holder.

### **Confidentiality**

On appointment, you may be given access to confidential information which must only be disclosed to parties entitled to receive it. Information obtained during the course of employment should not be used for any purpose other than that intended. Unauthorised disclosure of information is a disciplinary offence.

### **Risk Management**



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You will be required to ensure that you implement appropriate systems and procedures for management and resolution of complaints and concerns, management of SUIs/incidents and near misses.

### **Disclosure & Barring Service (Previously Criminal Records or 'CRB')**

The Southern Hub organisations are regulated organisations and as such, you will have your criminal record checked. You will be asked at interview if you have any criminal convictions and a police check on the existence of a criminal record will be made if you are the preferred candidate for appointment to the post. We reserve the right to withdraw any conditional offer of employment made on the basis of the outcome of your criminal records check.

### **Policies and Procedures**

Service specific policies, procedures and guidelines will be shared with you as part of your induction. Whilst working in the NHS CYP Gender Service (London), GOSH Trust-wide policies will apply, on behalf of the Southern Hub, for example the GOSH sickness absence policy and procedures or Infection Control policy and procedures. You must comply with all Trust policies and procedures and attend all necessary mandatory training.

### **Relocation Expenses**

Applicants should note that we are not able to offer assistance with removal or relocation expenses.

## PERSON SPECIFICATION

*This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements. Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.*

Culture and Values	Essential	Desirable	Assessment method
<ul style="list-style-type: none"> <li>Knowledge and understanding of diverse backgrounds and perspectives.</li> <li>Understanding of Diversity and Inclusion challenges in the workplace.</li> <li>Demonstrable contribution to advancing Equality, Diversity and Inclusion in the Workplace</li> </ul>	<b>E</b>		<b>I</b>
Academic/Professional qualification/Training			
Qualified Youth Worker OR Registered Nurse – Child Branch/RSCN OR qualified social worker OR qualified teacher	<b>E</b>		<b>A</b>
Child Protection qualification (minimal Level 3 training), teaching and assessment experience	<b>E</b>		<b>A</b>
Completed relevant Honours degree or equivalent professional experience	<b>E</b>		<b>A</b>
Completed / completing relevant Masters degree		<b>D</b>	<b>A</b>
Understanding of relevant national strategy, policy and legislation, and how this relates to the Trust's services	<b>E</b>		<b>A/I</b>
Health play specialist	<b>E</b>		<b>A</b>
Experience/Knowledge			
Operational management experience in acute hospital or equivalent setting	<b>E</b>		<b>A/I</b>
Substantial demonstrable experience working with children and families	<b>E</b>		<b>A/I</b>
Managing organisational change	<b>E</b>		<b>A/I</b>

Teacher and/or Practise Development	<b>E</b>		A/I
Previous experience of developing policies and protocols	<b>E</b>		A/I
Managing a range of staff groups	<b>E</b>		A/I
Experience of working with children or young people who are gender questioning		<b>D</b>	A/I
Thorough understanding of safeguarding & child protection agenda	<b>E</b>		A/I
Clinical governance and risk management	<b>E</b>		A/I
<b>Skills/Abilities</b>			
Commitment to maintaining own fitness for practise through maintaining a personal profile of practise competencies	<b>E</b>		A/I
Ability to negotiate effectively with different disciplines	<b>E</b>		A/I
Ability to work across organisational and professional boundaries	<b>E</b>		A/I
Professional credibility with multi-professional teams	<b>E</b>		A/I
Able to manage time effectively	<b>E</b>		A/I
Able to delegate appropriately	<b>E</b>		A/I
Able to participate in on Call rota	<b>E</b>		I
Able to prioritise objectives and tasks	<b>E</b>		A/I
Highly professional role model	<b>E</b>		A/I
Understanding of appropriate health and safety legislation	<b>E</b>		A/I
Understanding of equal opportunities	<b>E</b>		A/I

**Criteria Key:**  
**Review Method:**

Essential: **E**  
Application form: **A**

Desirable: **D**  
Interview: **I**      Test: **T**