Post & ref	**Mental Health Support Worker**
Salary	**£27,485 – BAND 4 Afc**
Hours	37.5 Per Week
Contract	Permanent, subject to funding
Location	Based within the North Getting Help Service Team (Billingham)
Working pattern	Usually weekdays
Holidays	31 to 32 days depending on length of service
Other benefits	Enhanced pension package Death in service benefit Employee Discounts scheme Employee Assistance Programme Health Cashback payments Cycle to Work scheme Above statutory minimum maternity, paternity and adoption leave and sickness benefit, after a qualifying period Additional time off on your birthday (or next available day if not possible due to service demands) ½ day time off for Christmas shopping

Application process	Initial CV acceptable alongside single page application form. You can complete the single page form on jot forms at this link: https://form.jotform.com/233374130372348 . You can upload your CV on the link too. You can also complete it as a word document and email it; please contact admin@changingfuturesne.co.uk if you need a copy. We can post it to you if you prefer. If you are shortlisted, you will be asked to submit a fuller application form that complies with our safer recruitment policy.
Deadline	Closing Date for applications will be: 24th June 2026 5pm Interviews will take place in week commencing 29th June or 6th of July 2026

This position is subject to satisfactory references, Changing Futures policies on Safeguarding of Children and Young People and Vulnerable Adults and an enhanced DBS check and subsequent re-checks.

- Are you excited to help improve children's emotional wellbeing?
- Are you keen to join a well-established and successful Mental Health Support Team with a great team culture and support?

We have the perfect job for you.

We are excited to recruit 2 x Mental Health Support Workers (MHSW) to play a vital role within the Tees Valley Getting Help Service. This partnership service supports children and young people aged 5–18 (up to 25 for those with SEND/EHCP) who are experiencing emerging mental health concerns.

You will help deliver evidence-based interventions in schools and community settings, supporting young people to manage mild to moderate mental health challenges. The role is underpinned by the i-THRIVE framework, ensuring support is responsive and tailored to individual needs.

The service is delivered by Tees Esk and Wear Valleys NHS Foundation Trust (TEWV) alongside key partners: Alliance Psychological Services, The Link CIC, Teesside Mind, Changing Futures North East, and The Junction Foundation. By working together as one integrated service, we make it easier for children, young people, families, and professionals to access advice, early support, and appropriate help when needed.

Building on existing provision, the service focuses on early intervention, offering evidence-based advice, practical support, and signposting to help address difficulties at the earliest opportunity.

The post holder will primarily deliver interventions across Stockton and Hartlepool, with flexibility required to meet service needs across the wider Tees area.

About Changing Futures North East

Changing Futures North East is a vibrant and fast-growing Charity that is in the privileged position to be able to trial new approaches to working with children and families to catalyse their own, sustainable change. Over the past 25 years, we have grown from an estate-based youth club to a provider of children and families work across Tees Valley, particularly specialising in work that supports and is enabled through healthy relationships.

As a Mental Health Support Worker, you will join a team of 30 or so staff where you will benefit from working with colleagues from your discipline, as well as people from a variety of other disciplines. The mix of professional backgrounds and training within the agency helps aid everyone's learning and practice.

Changing Futures has particular strengths and experience in:

- **Pioneering delivery of emotional wellbeing and mental health services** – pioneering mentalisation based therapy for couples in Tees Valley, and providing EMHP's, CWP and Counsellors into the children's emotional wellbeing system through two partnerships, as well as delivering adverse childhood experiences programmes for parents and children separately.
- **Supporting care experienced young people** – through a fostering service (underpinned by a bespoke trauma informed therapeutic training programme, changing futures through fostering) and through mentoring and befriending support
- **Reducing parental conflict services** –delivering mediation and groupwork programmes, and supporting statutory agencies across England to embed a reducing parental conflict offer within their systems

Role Description (Main Duties and Responsibilities)

Working with your Manager(s)

1.1. Work with the Chief Executive and other Managers to ensure that they receive appropriate advice and information on all relevant matters thus enabling them to fulfill their responsibilities, and to effectively monitor plans and targets.

1.2. To model the organisation's values and play a role in raising the profile of these values and associated behaviours across the organisation. This includes a positive contribution to workplace harmony displaying cooperative team behavior.

Leading and Managing your Work Areas

1.3. Assist in the management of a caseload of young people accessing services.

1.4. Help co-ordinate delivery of group programmes

Service Delivery

1.5. Support the delivery of low-intensity, evidence-based interventions for children, young people, and families in one-to-one and group settings.

1.6. Provide emotional wellbeing support, practical strategies, and psychoeducation to children, young people, and their families.

1.7. Undertake triage, screening, and routine outcome measures, escalating concerns appropriately in line with risk and safeguarding procedures.

1.8. Manage an allocated caseload, maintaining regular contact and ensuring interventions are delivered in line with agreed care plans.

1.9. Offer advice, guidance, and signposting to ensure children, young people, and families can access the right support at the right time.

1.10. Support the implementation of CBT-informed approaches and other early intervention strategies within day-to-day practice.

1.11. Work within the i-THRIVE model, particularly the Getting Advice and Getting Help pathways.

1.12. To work within appropriate time frameworks.

1.13. To educate and involve family members and others in the work as necessary.

1.14. To maintain clients' confidentiality in line with agreed guidelines.

Partnership and Educational Liaison

1.15. To work as an active member of the Tees Valley Getting Help Service Team, contributing to the delivery of a high-quality, evidence-based service for children and young people experiencing mild to moderate mental health difficulties.

1.16. To create and maintain effective working relationships within the Tees Valley Getting Help Service team, and with colleagues across partner organisations.

1.17. Work collaboratively and liaise effectively with wider workforce including schools, colleges, and community partners to support a whole-school approach to emotional wellbeing and mental health and coordinated care for children, young people, and families.

1.18. To support the development, delivery, and promotion of the Tees Valley Getting Help Service, contributing to service improvement, innovation, and the achievement of service outcomes.

1.19. Demonstrate knowledge of local referral pathways and eligibility criteria across the Tees Valley mental health system.

1.20. Support engagement activity to improve awareness and access to early help services

Professional Standards and ethical service

1.21. To maintain appropriate and accurate records, including assessments, clinical activity, routine outcome measures, and feedback from children, young people, and their families.

1.22. To undertake relevant Continuing Professional Development (CPD) activities, both as required for continued professional accreditation or registration and as identified through the service's Professional Development and Appraisal System.

1.23. To participate in an annual appraisal and respond to agreed actions and objectives.

1.24. To undertake an appropriate level of clinical supervision from a qualified Clinical Supervisor in line with the Tees Valley Getting Help (TVGH) Supervision Programme.

1.25. To operate within agreed NHS, Tees Valley Getting Help Service, and professional guidelines and Codes of Practice.

1.26. To ensure a safe and secure working environment for self and others, acting in accordance with Health and Safety policies and procedures.

1.27. To adhere to all The LINK CIC and The Junction Foundation policies, procedures, and guidelines.

1.28. To demonstrate a commitment to promoting equality, diversity, and inclusion, valuing diversity and equality of opportunity for employees, workers, service users, and the wider community. This includes challenging discriminatory language and practice and positively encouraging staff, volunteers, partners, and young people to adopt non-discriminatory practice.

Safeguarding

1.29. Maintain a clear understanding of safeguarding legislation, local procedures, and responsibilities for protecting children and young people.

1.30. To take responsibility for safeguarding children and young people by always promoting the welfare of service users and operating in line with local safeguarding policies and procedures.

1.31. With appropriate guidance and support, to take safeguarding action where necessary to protect children and young people who may be at risk of significant harm.

1.32. Under guidance and supervision, to identify families who may benefit from additional support and assist them in accessing Early Help services.

1.33. To share appropriate information with partner agencies regarding children and young people's wellbeing and progress, in line with confidentiality, information governance, and information-sharing protocols.

Other Duties

1.34. To model the organisation's values and play a role in raising the profile of these values and associated behaviours across the organisation. This includes a positive contribution to workplace harmony displaying cooperative team behaviour.

1.35. Increase one's professional competence and skills in the relevant field of work through active participation in developmental opportunities including supervision, professional development, training and reviews.

1.36. Ensure provision of help that protects, respect and promote the rights and responsibilities of children and other service users and stakeholders

1.37. Operate within ethical and professional boundaries.

1.38. To maintain respectful, professional, and supportive relations commensurate with the philosophy of the organisation; model healthy ways of relating

1.39. Work to policies and procedures and to implement said policies and procedures.

It may be necessary to change these duties in accordance with the needs of the job and the project. Existing duties may be changed, and new duties may be added. Any changes will be made in consultation with you.

Personal specification

	Essential	**Desirable**
Personal Attributes	• High levels of enthusiasm and motivation • Ability to work within a dynamic team and foster good working relationships • Ability to work confidently and competently under pressure • Self-aware and committed to continual professional and personal development. Able to accept and respond positively to feedback from supervision • Committed to promoting a positive image of people with mental health conditions and learning disabilities • The ability and skills to act as an advocate for a new service, to engage and foster good professional relationships with all professionals and with the wider key stakeholders especially in education and health care system. • Demonstrates an ability to effectively build and manage relationships with referrers both within schools and the community	• Strong working relationships with school leadership teams to support and maintain contracts
Qualifications	• Holds a Level 4 qualification in Psychology or other Health/social care/youth related subject	• Trained in CYP IAPT Enhanced Evidence Based Practice (EEBP) • Holds a recognised membership of a relevant professional body (i.e. HCPC/BACP/BABCP/BAAT/UKCP/BPS) • Is accredited with a relevant professional body (i.e. HCPC/BACP/BABCP/BAAT/UKCP/BPS)
Experience	• Experience of working with children and young people • Experience of providing advice, guidance and signposting • Experience of providing emotional and wellbeing support to CYP&F • Experience of working within educational establishments	• Demonstrates an understanding of the service, including referral pathways and criteria for access

Skills	• Able to develop good therapeutic relationships with clients. • Ability to work with an agreed caseload and manage agreed targets and performance measures • Effective communication skills, both verbal and written and the ability to understand and respond to requirements of different audiences • Demonstrates commitment to deliver high quality services.	• Demonstrates competency in using The Google suite and Microsoft Office
Knowledge	• Demonstrates an understanding of assessment and risk • Demonstrates an understanding of children's mental health • A clear understanding of LSCB policies and procedures and commitment to the safeguarding of children and young people	• Demonstrates an understanding and ability to work with CBT approaches and willing to support the implementation of the service model and integrate within practice.
Work Related	• Ability to travel independently in accordance with service needs • This post is subject to a satisfactory Disclosure and Barring Service check	