

# The **HAVEN** - facing the future together

**Job Title:** The Haven Children and Young People Support Worker  
**Hours:** 22.5 hrs/week, Monday to Friday, worked flexibly by agreement  
**Contract:** Fixed term to 30<sup>th</sup> November 2025.  
**Salary Scale:** £24,684 to £27,000 pro rata (FTE = 37.5hrs/week)

## The Haven

The Haven is an award winning charity which aims to improve the quality of life of people living across Lanarkshire who are affected by a range of life limiting conditions including cancer, multiple sclerosis, Parkinson's disease and dementia. Information and emotional support is provided to clients and their families by The Haven multidisciplinary team, who work with individuals to create tailored programmes of one to one and small group sessions and activities for the whole family, at any stage of illness including pre and post bereavement. Our overall aim is to support our clients to understand all aspects of their illness, treatment and care, to improve their emotional wellbeing and ability to manage stress, and to sustain carers in their caring role. In addition we also aim to help the children and young people within families, feel resilient and strong, supporting them to understand and express the complex emotions they may feel when experiencing loss and grief, especially when someone they love is seriously ill or has died.

Haven services have evolved to meet the needs of The Haven client groups post covid and digitally delivered services (telephone and video) will remain an important core aspect of Haven support. However, we are also now moving towards a hybrid model of service delivery, with plans to incrementally reintroduce in person support services, where there is a clearly defined client or organisational need. The further development of vibrant programmes of both **digital and in person** support services is critical to ensure sustainability of meaningful activities that meet the needs of current and future Haven clients and support them to continue to **face the future with hope**.

The Haven Children and Young People Support Worker post offers the potential for a **highly motivated individual** to join our Multidisciplinary Team to support the implementation of the next phase of development of The Haven's Children, Young People and Families Service, providing both digital and in person support for Children and Young People across Lanarkshire who are experiencing grief, loss and bereavement. Aligning with the Haven's 5 sustainability approaches; *Involvement, Innovation, Impact, Improvement, Income*; this role offers an individual who can demonstrate the required knowledge, skills and competencies, a unique opportunity to join an established and successful organisation.



**www.thehavencentre.com**

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Correspondence Address: The Haven, Blantyre Health Centre, Victoria Street, Blantyre, G72 0BS

Registered in Scotland, Company Number: SC222783 Charity Number: SC032130

## Role Outline:

There are two key strands of the role:

1. **Deliver age appropriate, emotional and mental wellbeing focused services** which support CYP aged 5-18 years who are impacted by grief, loss and bereavement to: be better able to understand and express their emotions; reduce feelings of stress and anxiety; build resilience and coping strategies which will endure as they grow and develop. Services will be delivered, appropriate to individual clients' needs, by both digital based and in person sessions.

The provision of therapeutic resources will complement the support offered by The Haven CYPFS staff and are aimed at supporting children and young people to achieve their full emotional and mental wellbeing potential. Resources provided will also help support a whole family approach, by providing tools which empower and support parents and guardians to be able to confidently, effectively and actively engage in supporting their child's needs.

2. **Develop and delivery of The Haven Youth Ambassador Programme**, a new programme of work to support children and young people to engage in activities and volunteering opportunities within The Haven. This programme will promote personal development and the development of enterprising skills which will support children and young people's future career and employment aspirations. Youth Ambassadors will support The Haven in a range of ways: eg. by creating and sharing their own/The Haven's inspiring stories; demonstrating the impact of our services within their schools, local communities and with peers. Youth Ambassadors will be supported to participate in a range of initiatives and experiences across the varied functions within The Haven (communications, community engagement, fundraising) to achieve practical work based skills including team work, research and presentation skills as well as interpersonal skills and confidence which will support their progression to further learning and employment opportunities.

Key aspects of the role will include:

- **Delivering after school, activity based CYPF group activities and support programmes** which support the emotional and mental wellbeing of children and young people experiencing grief, loss and bereavement; working as part of a wider Haven multidisciplinary team to do so, taking the lead in co-ordinating the scoping and scheduling of appropriate venues and establishing and maintaining relationships with host venues.
- **Co-ordinating the delivery and development of The Haven CYPF Service Wellbeing Toolkits Project, ensuring age and theme appropriate resources are provided for CYPF which facilitate participation in Haven activities to support improved emotional and mental wellbeing.** Drawing on your knowledge and understanding of CYPF and identified individual needs you will identify and assess the appropriateness of therapeutic resources for children and young people and support the day to day operation of the CYPF Wellbeing Toolkits Project including ordering, stock control and processing.



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- **Working alongside multidisciplinary team colleagues to provide Haven First Contact, initial response services for all enquiries to The Haven**, including telephone, email and web based enquiries.
- **Acting as the Lead practitioner for The Haven's Youth Ambassadors Programme, supporting the development and implementation of the project** to provide young people with opportunities to engage in activities with The Haven on a voluntary basis, helping them to develop their confidence and enterprising skills.
- **Promotion of Haven CYPF Services and the Youth Ambassador Programme to health and social care professional, education and third sector colleagues via a series of engagement, awareness raising sessions and share and learn meetings.** Holding the expertise, confidence and competencies required to establish and strengthen networks and referral pathways with Health and Social Care, Community and Education partners.

### **Key Duties and Responsibilities:**

1. As a Haven Practitioner, use and develop knowledge and skills, within relevant professional boundaries, to contribute to the development and delivery of a range of high quality digital and in person group activities for Haven clients (children and young people) who are experiencing grief, loss and bereavement.
2. Ensure that planned programmes of support activities, suitable to the age range of children, are co-produced with CYP, taking the Haven's What's Important Now? (Asset Based, Outcomes, Solution focused) approach
3. Scope appropriate Haven and non Haven venues for delivery of group activities, contribute to risk and Health and safety assessment processes, schedule activities, set up equipment and furniture as required, and maintain relationship with venues and community partners.
4. Co-ordinate the day to day operation of The Haven CYPF Service Wellbeing Toolkit project, including identifying and assessing appropriateness of therapeutic resources for young people, managing orders, stock control, packing and posting of resources to Haven clients.
5. Work alongside multidisciplinary team colleagues to provide Haven First Contact services for all enquiries to The Haven, including telephone, email and web based enquiries. Providing an initial response service to Haven clients, members of the community and a range professional and community partners and ensuring all enquiries are responded to in line with Haven protocols.
6. Use digital technologies (telephone, video calls, emails) to support delivery and development of services for clients and wider activities required within the role.
7. Accurately record all appropriate information and statistics (including demographics, activity logs, monitoring and evaluation data) in The Haven databases and client record IT systems.
8. Lead the development and delivery of a co-produced Haven's Youth Ambassadors Project: working alongside CYP and local schools to identify a range of key activities within The Haven suitable for CYP; promote the Youth Ambassador Programme throughout Lanarkshire; build on learning from each phase of project integrating CYP aspirations and needs.
9. Participate in and contribute to the development of The Haven 'Share and Learn' programme and 'Community Connections' project to support the development of referral pathways and the community signposting database.



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10. Participate in Haven evaluation and review processes and support the ongoing development and sustainability of CYPF client services and the Youth Ambassador Project, including via consultations, case studies and audit initiatives
11. Respect the confidentiality of information held in relation to clients, past or present, volunteers and staff of The Haven in line Haven Data Protection and GDPR policies and protocols
12. Be accountable for own actions and, where appropriate, act in accordance with relevant Professional Code of Conduct and be responsible for maintaining active registration.
13. Maintain a Personal Development Plan, which ensures updating of skills and knowledge in accordance with Professional registration, statutory and organisational requirements
14. In accordance with Haven guidelines, participate in clinical supervision and reflective practice.
15. Abide by the Health and Safety and all other policies of The Haven
16. Be able to treat all clients, carers, family members and work colleagues with dignity and respect, irrespective of their gender, race, disability, sexual orientation, age or religion.

This job description is intended to indicate the broad range of responsibilities/requirements of the post. It is neither exhaustive nor exclusive and while some variation can be expected in particular duties, the outline is considered to provide a reasonable general role description.

**Protection of Vulnerable Groups:** This post is considered Regulated Work with Children and Adults, under the Protection of Vulnerable Groups (Scotland) Act, 2007. Therefore, it is an offence to apply if you are barred from working with children and adults. Preferred candidates will be required to join the PVG Scheme, or undergo a PVG Scheme Update check, prior to a formal offer of employment being made.

**Location:** You will be based at The Haven centre in Blantyre. The post will be a mixture of Haven Centre based work and other non-Haven venue based work as required to meet the needs of the service and the organisation. The option of hybrid working (a mix of centre based and home based working), will also be considered and will be discussed at interview. Car owner / driver with clean driving licence essential.

**Hours:** Working hours are 22.5 per week, Monday to Friday. Flexibility in hours worked will be required to meet the needs of the role. Overtime is not payable.

**Line Manager:** The post-holder will report directly to the Children, Young People and Families Service Co-ordinator and will be expected to work collaboratively and effectively with all Haven personnel.

**General:** In the interests of both personal safety and that of others the post holder is expected to follow The Haven Health & Safety policy and procedures. The Haven operates a no smoking policy to which the post holder will be expected to adhere when on The Haven business.

This post has a 6 month probationary period.



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## Person Specification

Criteria	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> <li>Educated to degree level in relevant field: e.g. Childcare, Social work, Nursing, Psychology</li> </ul>	<ul style="list-style-type: none"> <li>Qualification/ CPD training in: grief and loss; trauma informed practice; therapeutic digital skills</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Previous experience working with children, young people and families in a community/voluntary/education sector setting</li> <li>Previous experience in planning, delivering and reviewing outcomes based support plans and programmes</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience working with children, young people and families experiencing bereavement and loss.</li> <li>Relevant experience in group facilitation/group work</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Good working knowledge of child protection legislation and practices: child protection/vulnerable groups; United Nations Convention on the Rights of the Child; GIRFEC</li> <li>Understanding of current health and social care environment across Lanarkshire</li> <li>An awareness of health and safety risks which may be associated with service activities/use of external premises</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of grief, loss and bereavement and the impact of life limiting illness issues for children/ young people and their family</li> <li>Awareness of self-harm/suicidal ideation in children and young people</li> <li>Awareness of monitoring, evaluation, audit and quality improvement tools and approaches</li> </ul>
Skills/Abilities	<ul style="list-style-type: none"> <li>Ability to adapt interventions to client individual needs to ensure client health and well-being outcomes are met</li> <li>Ability to maintain appropriate relationships and personal boundaries with children and young people</li> <li>Ability to work as part of a multidisciplinary team</li> <li>Excellent interpersonal communication and listening skills</li> <li>Excellent organisational and planning skills and an ability to prioritise and manage workloads</li> <li>Competent and confident in the use of digital technologies</li> </ul>	<ul style="list-style-type: none"> <li>Ability to utilise strengths / asset based and self- management approaches in the delivery of services</li> <li>Ability to work in a solution-focussed way whilst remaining constructive and positive in what can be a challenging environment.</li> <li>Ability to evaluate both digitally and centre based therapeutic services</li> </ul>
Personal qualities	<ul style="list-style-type: none"> <li>An understanding of and alignment of The Haven's aims and values</li> <li>Sensitivity &amp; understanding towards clients</li> <li>Well-developed coping strategies and awareness of own strengths and limitations</li> <li>Willingness to develop self and others</li> <li>Ability to easily respond to and flexibly adapt to change</li> </ul>	



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