

**REACHING
HIGHER** 
CHALLENGING YOUNG PEOPLE TO
BE LEADERS OF THEIR OWN LIVES


croydon**voluntary**action

Maudsley
Charity

**JOIN
OUR
TEAM**



ABOUT REACHING HIGHER

Reaching Higher is a youth organisation which works with almost 2000 young people aged 10-25 each year across Croydon and surrounding boroughs.

Developed in partnership with local churches, we are a youth-led charity with a Christian ethos (although we work with young people and partners of all faiths and none).

We place particular emphasis on providing trauma-informed support to young people and facilitating their development as leaders.

We have established strong links with key local, London and UK-wide organisations and our approach leads us into regular working contact with partner schools, community groups, statutory services and faith groups.

Specialist Young People's Wellbeing Co-ordinator - Rapid Response

LOCATION: Croydon (community-based across partner sites)

HOURS: Full time, 37.5 hours per week excluding lunch breaks

SALARY: £33,573 per annum (before deductions)

CONTRACT DURATION: 36 months

REPORTS TO: Head of Contextual Safeguarding, with close matrix management by Partnership Lead (CVA-hosted Project Coordinator interface)

We are looking for someone with experience in supporting young people with high safeguarding risks, who is passionate about wellbeing and mental health. This role will combine collaborative partnership working with supporting a caseload of young people, and working closely with Reaching Higher's Head of Contextual Safeguarding to ensure the young people's wellbeing is safeguarded and promoted at all times.

This role is a new position beginning in April 2026, as part of the new Croydon Mental Health Partnership pilot programme (MHP) led by Croydon Voluntary Action. The MHP is part of the Building Brighter Futures (BBF) initiative funded by the Maudsley Charity. Reaching Higher is one of the BBF consortium members.

The Co-ordinator will provide early, relational, trauma-informed interventions for young people (15–19) presenting with mild–moderate emotional wellbeing, mental health, and social needs.

This role will deliver timely engagement (contact within 72 hours), needs-based assessments, short-term support, and warm handovers into the most appropriate pathway across the BBF consortium, avoiding duplication and repeated storytelling. The role is central to the front-door and allocations model, ensuring young people receive the right support, at the right time, from the right organisation.

This new role is perfect for someone who is looking to grow their skills in partnership working, including building partnerships between statutory services and the voluntary sector, while making a meaningful difference in the lives of young people. You will play a hands-on role in both the development and delivery of an exciting new mental health initiative, in line with Reaching Higher’s contextual safeguarding strategy.



PRACTICE MODEL & SCOPE OF WORK

1) What the role will deliver

- **Non-clinical, youth-work-led support, focused on engagement, stabilisation, goal-based progress, and navigation into community or clinical pathways as appropriate. Therapy is not delivered in this role.**

- **Work within the three-phase intervention structure (up to ~20 weeks):**

Phase 1 (0–6 weeks): engagement, stabilisation, safety plan, early goals;

Phase 2 (6–14 weeks): goal-based support, practical skills, supported access;

Phase 3 (14–20 weeks): transition, ending well, onward pathways.

- **Use Goal-Based Outcomes (GBOs) and agreed ROMs (YP-CORE / CORE-10 or ORS, plus simple experience feedback) to inform planning and review.**
- **Contribute to weekly triage/huddles and monthly case-monitoring panels for allocations and joined-up case decisions.**

2) Permitted approaches (examples)

- Trauma-informed youth work; solution-focused techniques; motivational interviewing; psychoeducation; practical problem-solving; CBT-informed life skills (not therapy); DBT-informed regulation skills (not programmes); AMBIT-informed team/network practices where adopted.



KEY RESPONSIBILITIES OF THE ROLE

Young Person Contact & Assessment

- Make first contact within 72 hours of referral; agree a youth-friendly setting for first meeting.
- Complete an initial holistic assessment (presenting needs, risk/safety, strengths/supports, early goals), using a 5Ps-informed structure where helpful.
- Co-create a Stabilisation & Safety Plan and start GBOs; introduce basic grounding/regulation strategies.

Allocations, Coordination & Meetings

- Participate in weekly triage/huddles: capacity check, new referrals, allocation rationale, quick risk/safeguarding sweep.
- Contribute to monthly case-monitoring panels: progress review, barriers, step-ups/downs, transitions, recording panel decisions in the shared system.
- Liaise with schools, CAMHS/SPOC (as appropriate), and partner teams to avoid duplication and reduce repeated storytelling.

Brief Intervention & Navigation

- Hold a small caseload of young people; deliver brief interventions using trauma-informed, youth-centred approaches; review GBOs and ROMs at agreed points.
- Facilitate supported access to partner programmes/activities and mentor offers; plan and deliver warm handovers into longer-term or specialist support when needed.
- Work flexibly in the community (youth hubs, schools, cafés, partner sites).
- Undertake home visits only where policy/training permits and where indicated by need.

Recording, Evaluation & Learning

- Maintain accurate, timely records in the BBF project CRM (referral → first contact → assessment → safety plan → panel decisions → milestones → exit/outcomes).
- Contribute to evaluation and learning: capture ROMs, case vignettes, and feedback; participate in developmental evaluation (e.g., impact of home visits; effectiveness of goal-based mentoring).

Safeguarding, Risk & Information Sharing

- Identify, assess, and respond to safeguarding and risk in line with organisational and partnership procedures, escalating where indicated (e.g., acute risk, psychosis, significant escalation).
- Share information on a need-to-know basis to support safety and continuity of care across the partnership.

Youth Participation/Co-production

Involve young people in the co-design and evaluation of project activities by:

- Supporting the Youth Voice Champion appointed by Reaching Higher
- Reporting back from the Youth Advisory Group.

Ways of Working & Values

- Youth-led, respectful, and inclusive practice; attention to equity and access.
- Collaboration across the BBF partnership to minimise duplication and improve the young person's experience.

Partnership Working

Working as a cohesive BBF team by:

- Keeping in close contact with the Project Coordinator.
- Co-locating (virtually) with fellow Rapid Response professionals – attending daily huddles and providing peer-support.
- Attending regular supervision.
- Becoming fully informed of and familiar with each BBF partner's activity offer
- Working towards the goal of front door integration to improve access for young people by:
 - Interfacing with the evolving Single Point of Contact for smoother triage and shared learning.
 - Advising CAMHS on the right BBF profiles – from the tier 2-3 overlap if required.

Key Performance & Quality Indicators (indicative)

- 72-hour first-contact compliance.
- Proportion of young people with documented GBOs and agreed ROMs at start/exit.
- Timely recording in project CRM across the intervention lifecycle.
- Warm handovers completed with clear pathway rationale and consent.
- Contribution to weekly/monthly governance (attendance, actions completed).

TRAINING, SUPERVISION AND SUPPORT

The successful applicant will have access to training in THRIVE, AMBIT and trauma-informed practice; agreed ROMs induction.

Reaching Higher provides weekly CPD sessions on a Monday, as well as monthly group clinical supervision and regular line management. This role will also receive peer support via weekly huddles and participation in partnership learning activities.



PERSON SPECIFICATION

We are looking for applicants with experience in the youth work and/or mental health sector. The successful applicant will understand our organisational values and culture and demonstrate a strong desire to contribute to Reaching Higher's vision to empower young people to be leaders of their own lives.

Essential

- Experience supporting young people with emotional distress, anxiety, trauma, or social vulnerability; strong relational engagement skills.
- Knowledge of trauma-informed and contextual safeguarding practice.
- Ability to complete holistic assessments, set goals, and make pathway decisions; confidence working across organisational boundaries.
- Competence using or learning GBOs and one of YP-CORE / CORE-10 / ORS; ability to maintain concise, accurate records.
- Creativity and confidence in developing a new service and forming strong relationships with new partners
- Experience in youth work, mentoring, or therapeutic support (non-clinical delivery).
- Excellent communication and interpersonal skills, with the ability to build meaningful relationships with young people, colleagues, and external stakeholders
- Cultural awareness and local knowledge, particularly of the Croydon area and the social, emotional and creative needs of young people in the community
- Empathy and understanding of the risks faced by socially excluded young people, and the confidence to contribute to trauma-informed and safeguarding-aware environments
- Good organisational skills, with attention to detail and the ability to manage digital assets, keep accurate records, and track engagement using monitoring tools and platforms
- Strong IT skills, including proficiency in Microsoft Office.

Desirable

- Familiarity with THRIVE and/or AMBIT practice frameworks.
- Experience contributing to multi-agency meetings; use of 5Ps to structure assessment/formulation.
- Experience developing new partnerships from inception.

Qualifications

- Therapeutic, Mental Health or Wellbeing related qualifications.
- Safeguarding qualifications.

An Enhanced DBS Check is a requirement of this role.

OUR VALUES



EXCELLENCE



RELATIONAL



SIMPLICITY



TRUST



INNOVATION



YOUTH-LED

 **TRUST**

We extend trust across our teams and with the young people we engage. It is this type of trust that provides our staff, volunteers and young people with the platform to raise their confidence and sharpen their skills. We treasure and recognise that those engaging in our work trust us and believe that trust can transform lives.

 **RELATIONAL**

Being relational means being present, it means being attentive to those around us and seeing everyone for who they are. We are relational because we care about and value people. We are passionate about building genuine and long-lasting relationships that will flourish and impact the wider community.

 **SIMPLICITY**

We believe that less is more! Simplicity requires hard work followed by high levels of focus. Obtaining simplicity is easier said than done. Simplicity is our catalyst for growth and will ensure we remain accessible and well understood.

 **YOUTH - LED**

Young people have immeasurable amounts of innovative ideas and skills but can lack the experience that comes with age. At Reaching Higher we scaffold this by allowing young people to think as wildly as they can and support them to implement their own ideas in a safe and stimulating environment.

 **INNOVATION**

We believe that innovation is the key that unlocks new value. It is thinking about what is yet to be thought of and preparing new ways to thrive in the future. Innovation provides us with the ability to make an impact and change things for the better.

 **EXCELLENCE**

We believe in giving the best of ourselves in our pursuit to help change the lives of young people. We believe that obtaining a standard of excellence is a continual process and we intentionally reflect on how and why we do what we do.

APPLICATION GUIDANCE

At Reaching Higher we want to provide those who are interested in working with us the best possible chance to submit a successful application.

We understand that applying for jobs can be nerve-racking and overwhelming at times. We also recognise that imposter syndrome can sometimes get the better of us! However, we want all potential candidates to feel supported throughout their application process and have created ten top tips for you to consider before applying.

1. Take your time! When applications are rushed and not personalised it can give the impression candidates are not interested in the role they are applying for.

2. Read the job description carefully and make sure you have a strong understanding of the job you are applying for so you can link this to your answers.

3. Do your best to provide specific examples of what you have done and how you believe this demonstrates you meet each requirement. Maximise this by using real experiences from your paid and or voluntary experience.

4. Sell yourself! You are unique and have a lot to offer and it is important that you make this known through your application.

5. It is important to remember that those involved in the selection process cannot guess or make assumptions about you.

6. Do not forget to double check and proof-read your application (or even better, ask someone else to) and check for any errors before returning it to us.

7. Before submitting your form, it's a good idea to take a copy for your own reference in case you need to resend anything.

8. Allow plenty of time to submit your form before the deadline, as late applications will not be considered.

9. If you are having problems submitting your application, please get in touch by emailing info@reachinghigher.org.uk.

10. Lastly and most importantly, be yourself! At Reaching Higher we value each individual and care about 'the person' before 'the job role'. We want to get to know you and support you in becoming an amazing member of our team!



Reaching Higher

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Registered Charity: 1137915
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