Job title	CYP Practitioner
Directorate	Children and Young People Services
Responsible to	Director of CYP services
Geographic reach	North Kent, schools based (designated office base: Medway)
Hours	23 hours per week, between the hours of 8:30am to 4:30pm
Salary	£24,772 FTE, pro rata
Contract	Fixed term, term time only, until 31st July 2027

Purpose of Role

The Practitioner is responsible for delivering client-facing emotional wellbeing and mental health support to children and young people aged 5–18, and up to age 25 for those with Special Educational Needs and Disabilities (SEND), contributing to improved outcomes through structured interventions, engagement and early intervention approaches.

The role involves managing a defined caseload and delivering a range of support interventions, including one-to-one and group-based work, to support children and young people to improve emotional wellbeing, build resilience and access appropriate services and resources. The majority of delivery will take place within schools and educational settings across Medway, Dartford and Gravesham, with some delivery taking place in community settings, online or other locations in line with service requirements and organisational priorities.

The balance of delivery may vary depending on service demand, contractual requirements and organisational priorities. The Practitioner is accountable for maintaining accurate records, managing risk appropriately (including safeguarding responsibilities for children and young people) and supporting delivery of agreed outcomes through effective engagement and intervention.

The role operates within defined frameworks, policies and procedures, working under the guidance of a Service Manager while exercising appropriate professional judgement in day-to-day delivery. Practitioners contribute to the development and continuous improvement of services through

partnership working, service development activities, feedback, evaluation and promotion of positive mental health and wellbeing.

Practitioners contribute to a consistent and high-quality service offer, ensuring effective delivery aligned to organisational standards, contractual requirements and priorities across Children and Young People's Services.

Key Responsibilities

Service Delivery

- Deliver structured one-to-one and group-based emotional wellbeing and mental health support interventions to children and young people in line with service requirements.
- Manage and maintain a defined caseload, ensuring timely engagement, review and appropriate closure of support.
- Support children and young people to identify goals, build resilience, develop coping strategies and improve emotional wellbeing.
- Deliver interventions in line with organisational models, pathways, evidence-informed approaches and agreed service standards.
- Undertake initial engagement activities, including telephone, virtual and in-person assessments, to determine suitability and support needs.
- Deliver interventions within educational settings, community venues, online platforms and other agreed locations in accordance with service requirements.
- Contribute to the planning and delivery of psychoeducational presentations, workshops and group programmes that promote positive mental health and wellbeing.

Assessment and Risk Management

- Undertake initial and ongoing assessments of need, risk and suitability for support.
- Identify, assess and manage risk appropriately, including safeguarding concerns involving children and young people, in line with organisational policies and procedures.
- Maintain awareness of contextual, familial and environmental factors that may impact upon a child or young person's wellbeing and safety.
- Escalate complex cases, safeguarding concerns and risk issues to the Service Manager, Safeguarding Lead or other appropriate professionals where required.
- Maintain clear and timely records relating to safeguarding, risk management and support delivery.

Recording and data Management

- Maintain accurate, timely and compliant records of all client activity using organisational systems.
- Ensure all data is recorded in line with GDPR, confidentiality and organisational requirements.
- Complete outcome measures, service evaluations and monitoring requirements accurately and within required timescales to demonstrate service effectiveness and impact.
- Contribute to service monitoring, reporting and evaluation activities in line with contractual and organisational expectations.
- Support the collection and recording of service user feedback and outcome information to demonstrate service effectiveness and impact.

Partnership Working and Communication

- Work collaboratively with families, carers, schools, colleges, community organisations and professional partners to support positive outcomes for children and young people.
- Signpost and refer children, young people and families to appropriate services and support where required.
- Represent North Kent Mind professionally in all interactions with service users, partners and stakeholders.
- Communicate effectively with colleagues, partners and stakeholders to support coordinated delivery and positive outcomes.
- Respond to enquiries from children, young people, families, schools and partners in a timely and professional manner.
- Contribute to partnership working, networking and community engagement activities that support service development and accessibility.

Service Performance and Quality

- Contribute to achieving service targets, outcomes and performance requirements.
- Participate in team meetings, reflective practice and continuous improvement activity.
- Support the delivery of a consistent, high-quality service aligned to organisational expectations.
- Contribute to service development activities, including research, pilot initiatives and co-production opportunities where appropriate.
- Contribute to continuous improvement of the service through feedback, evaluation and reflective practice.
- Contribute to the development and review of resources, materials and interventions to ensure they remain relevant, accessible and responsive to the needs of children and young people.

- Support the promotion of positive mental health and wellbeing within schools, communities and wider stakeholder networks.

Professional Practice

- Work within organisational policies, procedures and professional boundaries.
- Deliver support using evidence-informed approaches, tools and interventions appropriate to the needs of children and young people and in line with organisational models and professional guidance.
- Engage in regular supervision and training, maintaining and developing skills relevant to working with children and young people.
- Actively contribute to a positive and professional team environment.
- Deliver support in line with person-centred, strengths-based and trauma-informed approaches.
- Maintain an awareness of current best practice, guidance and developments relating to children and young people's mental health and wellbeing.

General Responsibilities

The post holder is required to:

- Comply with all organisational policies and procedures, including Safeguarding, GDPR, Confidentiality, Equality, Diversity and Inclusion, and Health and Safety.
- Actively promote a safe environment for children, young people, families, staff and others, identifying and responding appropriately to safeguarding concerns involving both children and adults.
- Attend and complete all mandatory training relevant to the role, including safeguarding.
- Maintain appropriate professional boundaries and confidentiality in all aspects of the role.
- Contribute to a positive, inclusive and professional working environment.
- Participate in supervision, appraisal and continuous professional development.
- Deliver services in a way that is inclusive, accessible and responsive to the diverse needs of children and young people, including those with disabilities, Special Educational Needs and Disabilities (SEND), and neurodiverse conditions.
- Work in partnership with parents, carers, schools, colleges and other professionals, recognising their role in supporting positive outcomes for children and young people where appropriate.
- Support North Kent Mind's commitment to promoting positive mental health, emotional wellbeing and resilience within schools, communities and partner organisations.
- Demonstrate behaviours aligned with North Kent Mind's organisational values in all interactions with children, young people, families, colleagues and partners.

- Undertake any other duties reasonably required by the organisation, commensurate with the level of the role.

Additional Requirements

- The role requires regular travel to schools, colleges, community venues and other locations across North Kent.
- The post holder must be able to work flexibly, including some evenings and occasional weekends, in line with service and programme requirements.
- The post holder may be required to deliver support using a range of methods, including face-to-face, telephone and digital platforms.
- The post holder may be required to support delivery across different Children and Young People's Services, projects and geographical locations as required.
- The role requires the ability to build and maintain effective working relationships with children, young people, families, educational settings and partner organisations.
- The post holder may be required to contribute to the delivery of workshops, assemblies, awareness events and other mental health promotion activities.
- The post holder will be required to undergo and maintain an Enhanced Disclosure and Barring Service (DBS) check in accordance with organisational requirements.
- The post holder may occasionally be required to support service delivery during school holidays and other periods of increased demand, in line with service requirements.

Working Environment

The role involves delivering support across a range of settings including schools, colleges, community venues, North Kent Mind offices and online platforms. The balance of delivery locations will vary depending on service requirements, programme delivery and the needs of children and young people.

The post holder will regularly work in a variety of environments which may include classrooms, meeting rooms, community facilities and office settings. These environments may vary in relation to noise levels, lighting, physical layout and the number of people present.

North Kent Mind operates from multiple office locations. Accessibility and facilities vary between sites. The Medway office is located within a building with lift access and open-plan working areas. The Dartford office is based within an older building and has some physical accessibility limitations. Specific accessibility requirements can be discussed during recruitment and throughout employment.

The role requires regular use of computers, telephones and digital communication systems, along with travel between locations and community-based service delivery venues.

North Kent Mind is committed to creating an inclusive and accessible workplace. We actively welcome applications from disabled candidates and will consider reasonable adjustments throughout the recruitment process and during employment. Requests for adjustments will be considered on an individual basis, taking account of both the requirements of the role and the environments in which services are delivered.

The primary work locations and pattern of delivery may change over time in response to service needs, contractual requirements and organisational priorities.

Personal Specifications

Category	Criteria	Essential	Desirable
Education & Qualifications	Demonstrable literacy and numeracy skills sufficient to meet the requirements of the role	✅	
	Relevant qualification or training in children and young people's mental health, health and social care, counselling, youth work, education, psychology or a related field		✅
	Willingness to undertake relevant training and continued professional development	✅	
Knowledge & Experience	Experience of working with children and young people, either in a paid, voluntary or lived experience capacity	✅	
	Understanding of children and young people's mental health, emotional wellbeing, early intervention and prevention approaches	✅	
	Awareness of safeguarding responsibilities and child protection requirements	✅	
	Understanding of SEND and neurodiversity and an ability to adapt support to meet individual needs	✅	
	Knowledge of local services, community resources or referral pathways for children, young people and families		✅
	Experience of working within educational, community, youth work or support settings		✅
Service Delivery Skills	Ability to manage a caseload and deliver one-to-one support	✅	
	Experience of facilitating or supporting group-based activities, workshops or interventions	✅	
	Ability to identify needs, set goals and support children and young people to achieve positive outcomes	✅	
	Ability to deliver support using person-centred, strengths-based and evidence-informed approaches	✅	
	Familiarity with guided self-help, psychoeducational or evidence-informed wellbeing interventions		✅
Communication & Interpersonal Skills	Ability to communicate clearly and effectively with children, young people, families and professionals	✅	
	Strong listening skills and the ability to engage children and young people in a meaningful and age-appropriate way	✅	
	Ability to build professional, trusting relationships with service users, colleagues and partner organisations	✅	

	Ability to adapt communication styles to meet a range of needs, including those of neurodivergent children and young people	✅	
	Ability to work collaboratively with parents, carers, schools and other professionals where appropriate	✅	
Organisation & IT Skills	Ability to manage workload, prioritise tasks and meet deadlines	✅	
	Ability to maintain accurate records and complete administrative tasks	✅	
	Basic IT skills, including the use of Microsoft Office and digital systems for recording and communication	✅	
	Ability to collect and record outcome measures, feedback and service monitoring information accurately	✅	
	Experience of using outcome measures, service evaluation tools or feedback mechanisms to demonstrate impact		✅
Working Approach & Behaviours	Ability to work in a person-centred, strengths-based and trauma-informed way	✅	
	Ability to work independently and as part of a team	✅	
	Ability to maintain professional boundaries and follow policies and procedures	✅	
	Commitment to promoting positive mental health, emotional wellbeing and resilience in children and young people	✅	
	Non-judgemental, empowering and inclusive approach to supporting children and young people	✅	
	Awareness of current issues, best practice and developments relating to children and young people's mental health and wellbeing		✅
Flexibility & Practical Requirements	Willingness and ability to travel across North Kent	✅	
	Ability to work across a range of settings including schools, community venues and online platforms	✅	
	Willingness to work flexibly, including some evenings and occasional weekends	✅	