



Mental Health Project Officer Recruitment Pack

A Message from our CEO



Thank you for taking the time to read this pack. We are delighted that you are considering being part of our dedicated team. At Bolton Together we invest in our staff and each team member is given the opportunity to influence what we do. We are a flexible, responsive organisation, with induction and support in place for each new team member and ongoing support within the role. We are proud of working in close partnership with other organisations and helping young people and families to Thrive. We look forward to receiving your application. Good Luck!

Bolton Together

Bolton Together is the consortium for the voluntary and community sector dedicated to children and young people in Bolton. We have 42 member organisations delivering a range of services to diverse families in Bolton. The main programmes that we deliver alongside IThrive are The Early Years Programme, and Youth Work programmes including the Holiday Activity and Food Programme in the school holidays. Our role is to secure and allocate the funding and facilitate our members partnership delivery.

Our iThrive initiative provides resources and support for parents, professionals, and young people, with the goal of enhancing mental health and well-being in the community. Our Hub triages more than 1,000 referrals each year, helping children, young people, and families access emotional health and well-being support across Bolton.

<https://bolton-together.org.uk/>

"I feel much happier in my self, I felt able to talk about my problems and was listened to really well it felt comfortable and safe."

Young Beneficiary of IThrive

Bolton

Together

We Are Hiring!

Mental Health Project Officer

Location: Hybrid (remote and Bolton-based)

Salary: £25,000

Contract: Full time, 35hrs - 2 year fixed term contract (subject to funding)



Go to our website for further information including the Job Description and Person Specification

<https://bolton-together.org.uk>

About Us:

Bolton Together is committed to supporting the emotional health and well-being of children and young people. Through the iThrive programme, we provide a comprehensive range of services to improve the mental health outcomes for young people across Bolton, working with local services to deliver holistic, accessible support.

The Role:

We are looking for a passionate and dedicated individual to join our team as part of the **iThrive Referral Hub**. Working alongside the iThrive Co-ordinator, you will play a pivotal role in triaging referrals and ensuring children, young people, and families receive the right support at the right time.

In return you will be part of a growing, flexible organisation who prioritises your development, have access to a range of training opportunities and be able to shape our work and make a real difference.

Please email your CV and a covering letter, outlining your relevant experience with reference to the Person Specification by 12 noon 5th January 2025 to boltontgether@boltontgether.org.uk

Bolton

Together

Hannah - Current role holder - The Benefits of Working at Bolton Together



Hi, my name is Hannah, and I have worked in this role with Bolton Together since September 2022. I wanted to join Bolton Together as I knew that it would be a great experience and place for me to develop, and it has beyond exceeded my expectations. During my time with Bolton Together I have had many opportunities to develop and learn. I have had shadowing opportunities with Bolton CAMHS, where I was able to meet their team and learn more about what they offer.

I have had several opportunities to help at local Bolton events such as the HAF (Holidays, Activities and Food) events, where I have been able to create fun activities for children and families. I have also attended two of Bolton's World Mental Health Day events, and world social work day events amongst others.

I have worked closely with our wonderful IThrive providers and have been able to learn about their various projects and the wider offer in Bolton. I have had the fantastic chance to attend external meetings and forums within Bolton, again broadening my knowledge of the amazing work happening in Bolton.

I've also had the chance to take on multiple training opportunities with Bolton Together, expanding my knowledge and skills.

Bolton Together is a fantastic place to work. There are lots of chances to work autonomously, but the wonderful team will always be there for support when you need it. There will be lots of opportunity for you to learn new skills, make decisions and help to shape the future of Bolton Together and the IThrive Hub.



Bolton

Together

Registered Charity Number 1163466

Mental Health Project Officer - Job Description

Job Title	Mental Health Project Officer
Salary	£25,000 per annum
Length of Contract	Full Time, 2-year fixed term
Hours of work	35 hours
Reporting to	IThrive Co-ordinator
Base	Hybrid (remote and Bolton-based)

Job Purpose

To support in the delivery of the **iThrive programme** and other associated projects for Bolton Together. Working alongside the iThrive Co-ordinator, you will help deliver the Referral Hub by triaging referrals and responding to enquiries, ensuring children, young people, and families are navigated to the most appropriate service within the Bolton Together emotional health and well-being offer and wider community and voluntary sector. You will help to maintain and regularly update the referral database to ensure accurate tracking of referrals, service access, and outcomes for children, young people, and families.

Main Duties

1. To support the IThrive Co-ordinator in delivering a central referral point for practitioners, families, and young people to access Bolton Together's iThrive services.
2. Triage referrals, conducting initial screenings, and assessments to ensure children, young people, and families are referred to the most appropriate service within the iThrive offer and wider community and voluntary sector.
3. Facilitating access to evidence-based, safe, and effective support services.
4. Contacting referrers, children and young people, and parent/carers to gather additional information on referrals.

5. Allocating referrals to the most appropriate service providers based on needs and availability.
6. Updating the **Lamplight database** system, ensuring all records are accurate and up to date.
7. Assisting in the organisation of referral inboxes and serving as a point of contact for individuals seeking information or clarification regarding the referral process.
8. Problem-solving and using initiative to resolve any issues or challenges that arise with the database or related queries.
9. Responding to email enquiries related to the iThrive programme in a timely and professional manner.
10. Liaising closely with iThrive providers to discuss cases and ensure smooth access to services.
11. Attending partnership meetings and taking notes as requested.
12. Helping maintain connectivity and clear communication between voluntary sector partners, ensuring collaborative working.
13. Developing and nurturing positive relationships with voluntary sector providers, referrers, and other professionals to facilitate effective service delivery.
14. Actively participate in community and professional events to promote Bolton Together and the iThrive service, raising awareness and engaging with the local community to build strong connections and support for the organisation.
15. Collaborating with CAMHS and other health and social care services to ensure timely access to appropriate support for children and young people.

Other Key Duties

1. To apply safeguarding and child protection procedures and to report as necessary
2. To attend meetings, events and to undertake mandatory training
3. To keep accurate records and collate and analyse data via the Lamplight Database
4. To contribute to monitoring and evaluation reports
5. To work flexibly with some potential evening and weekend work by prior agreement.

6. To perform any other duties commensurate with these responsibilities, the grade of the post and skills and qualifications of the post-holder

Person Specification

	Essential	Desirable
An appropriate qualification or relevant experience supporting children and young people with their emotional health and well-being.	E	
Experience of triaging referrals and managing initial screenings and assessments.		D
Experience of working in the community and voluntary sector.		D
Knowledge of issues facing children and young people that impact their emotional health and well-being.	E	
Understanding of the importance of the voice of the child/young person in service delivery	E	
Sound understanding of safeguarding practices.	E	
Excellent verbal and written communication skills, with the ability to build positive relationships with children, young people, families, referrers, and service providers.	E	
Ability to adopt a goal focused, person centred approach.	E	
Excellent computer literacy, with the ability to databases (knowledge of Lamplight or similar systems is an advantage).	E	
Accurate record keeper.	E	

A flexible approach and strong and clear decision making	E	
Knowledge of key referral pathways when supporting young people with their emotional health and well-being.		D
Ability to work collaboratively with a cross-sector of health and social care.	E	
Understanding of the benefits of community assets to improving emotional health and well-being	E	
Understanding of equal opportunities and equity of access	E	
Willingness to learn and develop new skills related to the database and referral processes.		D
Ability to respond to database-related enquires effectively.		D
Understanding of ACEs and Trauma informed practice.		D
Understanding of the community and voluntary sector in Bolton.		D