

## Frances's View



I'd worked with older clients in the past who were made homeless through trauma, for some turned to alcohol and drug dependency. While working through my degree at university I joined an agency. I was asked by agency if I would consider a three-month nightshift at Housing First for Young People. I wanted to learn more about homelessness and gain experience working with younger people. I found while key working older individual's they lacked self-esteem and for many would speak about the need for people to listen to them. This made me think about planting a seed with young people, and if it would be different? I got an opportunity to become a permanent member of team and I am now a Wellbeing Worker.

The team I work with are an excellent established team, for some have been at Queens Cross for years. I felt listened within the team and could ask for guidance and advice when needed. The team have all different strengths and use these strengths on a daily basis.

I have enjoyed seeing young people move into their own tenancy for the first time. I enjoy being a keyworker, and tailoring the support I give them so that they get out of the support what they need and want. I love all the activities that we have as it really helps establish positive relationships with young people in an informal environment as well as being lots of fun.

There are many aspects to the role of Wellbeing Worker. These consist of being a counsellor, listener, and caring for their overall health and wellbeing of young people. Other roles can include supporting young people into further education, GP appointments, family meditation, housing benefit's and building self-esteem and confidence to help young people deal with life on a daily basis.

I have learned that reflection has a big part to play in our everyday role at the project and helps us make a difference to young people. It's become such a part of what I do that at the end of my shift, I will reflect on my day and look at if I could have changed something or made it better for a young person.

The role comes with challenge's too like dealing with young people's behaviours as all individuals are different and deal with their health and situations differently. Past trauma, deprivation, homelessness and addiction can bring lots of challenges for young people and their mental health. Building on trust, being authentic and letting young people know we care is a start.

Every day is different and every day is a new learning day as we are continuing learning from our young people, and they are learning from us.