



LGBTQ+ Youth Service – Community Support Worker (part time) 14 hours OR 21 hours

Job Title:	Community Support Worker
Position:	Fixed term contract to December 2023 (possibility to extend)
Responsible to:	LGBTQ+ Youth Service Manager
Location:	Working in-person across various secondary schools in Richmond Borough weekly. Adhoc Richmond community settings, Free2B office in Wandsworth Borough, and flexibility to undertake admin tasks from home or other suitable location.
Salary:	Scale re qualifications and experience: £13.50ph – £15ph plus pension
Hours:	The post can be 14 hours or 21 hours – see below for summary:

21 hours will be in schools Wednesdays and Thursdays and session admin, plus contributing to resource and group programme development on Tuesdays. Across a fortnightly pattern working in 4 different schools.

14 hours can be Wednesdays and Thursdays OR Tuesdays and Wednesdays. Across a fortnightly pattern working in 3 schools with 1 Thursday OR 1 Tuesday for session admin per fortnight.

Please note as the role is based within schools, Free2B staff members are required to abide by the relevant school policy and guidelines which includes maintaining a professional appearance.

Free2B has a small, dedicated, collaborative and creative LGBTQ+ youth service team who support over 200 young people each year through our 1:1 and group services. Our key outcome aims are:

- Improving wellbeing
- Building personal resilience
- Reducing social isolation

OUR VALUES



Listening: Encouraging participation & actively listening to our members



Collaborating: Strengthening the shared voice and championing Inclusion



Respecting: Celebrating diversity and respecting individuals



Educating: Challenging discrimination without confrontation

www.free2b.lgbt

Key Objectives for this Role

The Community Support Worker will contribute to the delivery of our LGBTQ+ youth provision supporting young people aged 13+ (and some pre-teens):

- Providing a 1:1 targeted intensive support service to a caseload of young people within secondary schools and community settings. Offering a safe space for young people to explore their situations and develop the necessary skills and strategies to manage the difficulties they face.
- Supporting schools to set-up and deliver LGBTQ+ forums.
- Supporting young people to access appropriate group provisions.
- Promoting the LGBTQ+ youth support service via agency team meetings and adhoc community events.

Specific Duties and responsibilities

Casework

- Work with an intensive caseload of up to 30 (pro rata) young people maintaining regular contact, through arranged appointments to provide ongoing targeted support, offering information, advice and guidance, practical support and encouragement.
- Maintain accurate and up to date client database records to evidence monitor and evaluate work.
- Use appropriate assessment tools with clients to help them identify their strengths, interests, areas they would like to improve and barriers to progression.
- Provide structured and non-judgemental advice, information and practical support to enable clients to increase their self-esteem, become more resilient and improve their aspirations.
- Utilise the Warwick-Edinburgh Mental Well-being Tool to monitor progression.
- Provide structured and non-judgemental information, advice and guidance on LGBTQ+ specific issues.
- Develop and deliver suitable group work activities to meet clients' needs.
- Support clients to work with specialist services as required (e.g. social services, camhs, YOT) and act as an advocate and intermediary to overcome barriers.
- Liaise with families and carers, including occasional home visits, to provide family support where appropriate to meet the young person's needs.
- Maintain relationships to work across multiple community and school settings, collaborating effectively with organisations to ensure positive service delivery.
- Network effectively with a wide range of specialist agencies and organisations to ensure a coherent approach to support suitable move-on opportunities.

General Duties

- Attend regular case supervision and team meetings and events as appropriate.
- Adhere to Free2B's Equality and Diversity policies with respect to staff and service users.
- Comply with Health and Safety legislation and Free2B policies, to ensure safe working practices.
- Undertake any other appropriate tasks, as agreed with Free2B Board of Directors.

Person Specification	Essential / Desirable
At least 2 years' experience of providing 1:1 intensive targeted support to a caseload of young people, including undertaking assessments, planning, target setting and review (preferably in education settings).	E
Knowledge & experience of the key issues impacting on LGBTQ+ young people (including trans and non-binary young people).	E
Experience of working independently across multiple settings (preferably including within secondary schools).	E
Ability to set and work within clear and appropriate professional boundaries including challenging negative behaviours	E
Knowledge & experience of child protection and vulnerable adult safeguarding issues, policies and procedures	E
Strong communication skills (both verbal and written), including the ability to adapt to meet different communication systems and needs	E
Ability to manage client time and administrative tasks effectively to complete all required elements of the role	E
IT skills and experience of using applications including: Word, email, client databases and online platforms such as Zoom and WhatsApp for internal communications.	E
Qualification in a relevant area such as social work, community work, gender studies or teaching, psychology etc	D

Further Information

- Free2B Alliance is committed to equal opportunities.
- Free2B is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will require an enhanced DBS clearance. We are dedicated to equality and valuing diversity.
- All offers to work at Free2B Alliance are subject to satisfactory references, which is standard Free2B policy applicable to all roles.
- You will adhere to matters of confidentiality concerning this role and the Free2B team.

Application Process

If you'd like to talk about this position in more detail, then please contact:
 Georgina georgina@free2b.lgbt | 07529 221 239 or
 Lucie lucie@free2b.lgbt | 07757 502 726

To apply please complete our [online form](#)

OR alternatively you can email a CV with a cover letter to hello@free2b.lgbt
 Please outline clearly how you meet each of the above criteria.

Applications will be reviewed on a rolling basis.