LGBTQ+ Youth Service – Community Support Worker (part time)

Job Title:	Community Support Worker
Position:	Fixed term 3-year contract starting Sept 2024 (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: £15.00 - £16.51 plus pension
Hours:	Either 21 or 28 hours per week can be offered to suit

Whilst the role includes working in schools, the position is year-round, with community-based activities through the school holidays.

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

Applications will be reviewed on a rolling basis.

Last updated: July 2024

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 support service to a caseload of LGBTQ+ 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.

- Providing suitable group activities to deliver 'safe space' forums in schools.

- 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 approximately 15 young people maintaining regular contact, through arranged appointments, offering information, advice and guidance, practical support and encouragement.

- Maintain accurate and up to date written client database records.

- Support clients to identify their strengths, interests, areas they would like to improve and barriers to progression.

- Support clients to increase their self-esteem, become more resilient and improve their aspirations.

- Utilise the Warwick-Edinburgh Mental Well-being Tool to monitor progression.

- Develop and deliver 'safe space' forums in schools, providing suitable group work activities.

- 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.

Person Specification	Essential / Desirable
1. Experience of providing 1:1 targeted support to a caseload of young people, including undertaking assessments, planning, target setting and review (preferably in education settings).	E
2. Knowledge & experience of the key issues impacting on LGBTQ+ young people (including trans and non-binary young people).	E
3. Experience of working independently across multiple settings (preferably including within secondary schools).	D
4. Ability to set and work within clear and appropriate professional boundaries including challenging negative behaviours.	E

5. Knowledge & experience of child protection and vulnerable adult safeguarding issues, policies and procedures	E
6. Strong communication skills (both verbal and written), including the ability to adapt to meet different communication systems and needs	E
7. Ability to manage client time and administrative tasks effectively to complete all required elements of the role	E
8. IT skills and experience of using applications including: Word, Outlook email, client databases and online platforms such as Zoom and WhatsApp for internal communications.	E
9. 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

All applicants are required to complete our Monitoring & Self-Declaration form

To apply please complete our online form

OR alternatively you can email a CV with a cover letter to hello@free2b.lgbt
In your cover letter, please outline how you meet each of criteria and include the numbers listed on the personal spec above to indicate clearly each point you are addressing. Cover letters in any other format unfortunately cannot be accepted.

Applications will be reviewed on a rolling basis.