

# JOB DESCRIPTION

## Digital Youth Worker

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| <b>Closing Date:</b>     | 8 <sup>th</sup> August   |
| <b>Interview date:</b>   | 15 <sup>th</sup> August  |
| <b>Contract Details:</b> | Permanent, part time, 8 hours per week<br>Glasgow or Edinburgh<br>£19,703 to £21,863 per annum (dependent on experience) |

April 2021

Dear Applicant,

Thank you for your interest in working for LGBT Youth Scotland.

**Who we are:**

We are Scotland's national charity for LGBTI young people providing spaces for lesbian, gay, bisexual, transgender and intersex young people age 13 to 25 to explore who they are in a safe and affirming way; to unlock their potential helping them feel confident, resilient and optimistic for the future.

Our vision is to make Scotland the best place to grow up for LGBTI young people. For the last 30 years we have played a leading role in the provision of quality youth work to LGBTI young people that promotes their health and wellbeing and are a valued and influential partner in LGBTI equality and human rights.

Every year we deliver over 800 youth group sessions and 1500 one-to-one support sessions, including digital to more than 1000 young people. To enable us to deliver our work for young people we have a team of around 45 supported by over 100 volunteers based across the country.

To find out more, please visit our website at [www.lgbtyouth.org.uk](http://www.lgbtyouth.org.uk) where you can view the many aspects of our work.

**How we work:**

LGBT Youth Scotland is focused on being led by young people while supporting them to develop in a safe and supported environment. We achieve this through our excellent team of staff and volunteers who all make a significant difference in young people's lives. It is our passion and drive to support young LGBTI people across Scotland that defines us as a team and underpins all we do.

With need for our services increasing, we are responding by focusing our activities on where we can have greater impact, driven by evidence. Supporting our staff and volunteers to be healthy, safe and happy in their roles is central to this. We invest in our team so we can be the best we can be and to better support the young people we engage with across Scotland.

Our values are also important to us. We are committed to

- To promote equality and human rights
- To take a community learning and development (CLD) approach
- To be reflective, accountable and ensure quality in what we do
- To be innovative and fun

We work to ensure that our services are accessible and young people's experience and outcomes are positive and that there is an inclusive working environment for all staff and volunteers.

**Your New Role:**

As the Digital Youth Worker, your role will play an important part in helping us deliver digital youth work services nationally across Scotland. You will provide direct support to LGBTI young people on our live chat and email service using as an asset based coaching model.

As this post involves direct work with young people, you will be required to obtain PVG scheme membership through Disclosure Scotland if successful at interview. The Charity will complete these checks with you. Your employment will be confirmed after successful PVG, references and right to work checks.

If you feel you have the relevant experience and can meet the essential criteria in the job role, we would love to hear from you. We always welcome applications that demonstrate the skills and criteria we need, whether that be in a professional or volunteer capacity.

We also appreciate that the best person for the job might not have all the essential and desirable criteria, so if you are unsure whether your skills and experience fit the specification, please contact [paula.manners@lgbtyouth.org.uk](mailto:paula.manners@lgbtyouth.org.uk) for an informal conversation prior to applying.

We look forward to receiving your application.

**Nicola Booth**

**Head of Youth Work**

## Terms & Conditions

- **Job Title:** Digital Youth Work Officer
- **Pay:** £19,703 to £21,863 per annum (dependent on experience)
- **Location:** Hybrid working (a combination of working from home and our offices in Edinburgh or Glasgow)
- **Hours:** 8 hours per week
- **Leave:** 35 days per annum, inclusive of 10 days over Christmas and New Year (pro rata for part time members of staff)
- **Probation:** 6-month probation period
- **Pension:** Auto-enrolment with TPT Solutions Flexible Retirement Plan
- **Benefits:** Enhanced Sickness, maternity, paternity, and adoption policies.  
An annual leave entitlement that increases by 2 days after 3 years length of service (pro-rata).  
Flexible and agile working options and up to 3 days leave to volunteer for another organisation.

## Equality Statement

LGBT Youth Scotland embraces and celebrates diversity and equal opportunity for all. The more inclusive we are, the better we can make Scotland for LGBTI young people. We are committed to building a diverse and inclusive team which leads to better discussion, decision making and impact. It also better reflects the young people and society we support.

We want to hire the right candidate for each role and are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, age, disability, religion or belief and socio-economic status. We work to ensure that our services are accessible and young people's experience and outcomes are positive and that there is an inclusive working environment for all staff and volunteers. We support flexible working arrangements and adjustments where needed.

## How to apply:

Please use the following link to access the online application form to apply for this role:  
<https://lgbtyouth.wufoo.com/forms/s17yvfy0u6aca5/>

Please e-mail [helpdesk@lgbtyouth.org.uk](mailto:helpdesk@lgbtyouth.org.uk) if you need the application form in an alternative format including large print.

Shortlisted candidates will be invited for an interview held digitally.

## For more information or guidance on this position contact:

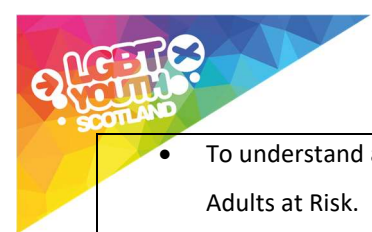
[paula.manners@lgbtyouth.org.uk](mailto:paula.manners@lgbtyouth.org.uk)



## ROLE PROFILE

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|--|---|---|
| <b>Role Title:</b> Digital Youth Worker  | <b>Team:</b> Youth Work<br><b>Location:</b> Based in Glasgow or Edinburgh |   |
| <b>Pay:</b> £19,317 to £21,434 per annum (dependent on experience)<br><b>Hours:</b> 8 hours per week   | <b>Reports to:</b> Paula Manners, Digital Youth Work Manager              | <b>Agreed by:</b> Mhairi Crawford<br><b>Date:</b> July 2022 |
| <b>Core Purpose of the Role:</b> <ul style="list-style-type: none"> <li>• To deliver direct youth work to LGBTI young people through our live chat and email service</li> <li>• To work as part of the Youth Work team to develop the digital service</li> </ul> |   |   |

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| <b>Principal Responsibilities:</b> <ul style="list-style-type: none"> <li>• To provide support and information to young people through email and our live chat service using an asset based coaching model</li> <li>• To act as a first point of contact for young people new to LGBT Youth Scotland, and ensure that referrals are sent to the appropriate members of the team</li> <li>• To identify high quality opportunities for young people and ensure that these opportunities are shared with young people through our digital platforms</li> <li>• To maintain a working knowledge of issues affecting LGBTI young people, and of support services available to them across the country</li> <li>• To take part in the induction, training and support of volunteers</li> <li>• To record and evaluate digital youth work using the appropriate methods</li> <li>• To take an active part in developing the digital service including through developing content for our website and online resources</li> <li>• To support the wider work of the digital team in any way that is identified by the digital youth work manager</li> <li>• To work within LGBT YS policy and procedure, particularly in relation to the protection of children, young people and adults at risk</li> </ul><br><b>Responsible Standards:</b> <ul style="list-style-type: none"> <li>• To ensure that our work is of the highest possible quality and that it impacts positively on LGBTI young people.</li> <li>• To demonstrate exemplary standards internally, and be recognised as good ambassador externally.</li> <li>• To work in line with the principles, values and standards in community learning and development.</li> </ul> |
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- To understand and abide by the policies of the organisation including Health and Safety, Equality, Diversity & Human Rights, Confidentiality, and the Protection of Children and Adults at Risk.
- To carry out such other duties as agreed with the organisation.

**CANDIDATE SPECIFICATION**

|  | <b>Essential</b>  | <b>Desirable</b>  |
|--|---|---|
| <b>Education &amp; Qualification</b>       | <ul style="list-style-type: none"> <li>• Qualification in a relevant discipline (Community Education, Youth Work, Social Work etc) or equivalent experience</li> </ul>  | <ul style="list-style-type: none"> <li>• ASSIST training</li> <li>• Safeguarding Training</li> </ul>  |
| <b>Experience, Knowledge and Expertise</b> | <ul style="list-style-type: none"> <li>• Experience of working with young people or equivalent experience with vulnerable groups</li> <li>• Ability to work in an empathetic, young person centred way</li> <li>• Ability to use active listening skills</li> <li>• Knowledge of equalities issues and the issues affecting LGBTI young people</li> <li>• Knowledge and understanding of safeguarding issues and processes</li> </ul> | <ul style="list-style-type: none"> <li>• An understanding of community learning and development within the youth work sector</li> <li>• Experiencing of training and supporting volunteers</li> <li>• Experience creating engaging content for young people</li> <li>• Experience of delivering digital youth work</li> </ul> |



| <b>Critical Personal Attributes</b> |   |
|-------------------------------------|---|
| <b>Delivering results</b>           | <ul style="list-style-type: none"> <li>▪ Highly organised with a commitment to effective planning, delivery, monitoring and evaluation of projects</li> <li>▪ Conscientious approach to meeting deadlines and delivery of work to meet the needs of young people and other stakeholders</li> <li>▪ Effectively working with colleagues, and volunteers</li> </ul> |
| <b>Personal effectiveness</b>       | <ul style="list-style-type: none"> <li>▪ Excellent written and presentation skills</li> <li>▪ Ability to articulately and confidently communicate with others to convey key messages</li> <li>▪ Ability to build effective relationships with colleagues and external stakeholders</li> <li>▪ Comfortable and able to work with difficult situations</li> </ul>   |
| <b>Person centred</b>               | <ul style="list-style-type: none"> <li>▪ Awareness and commitment to meaningful youth participation</li> <li>▪ Awareness of the issues which can affect young peoples' lives</li> <li>▪ Ability to work in an empathetic young person-centred way</li> <li>▪ Ability to prioritise issues relating to child protection and adults at risk</li> </ul>              |
| <b>Working practices</b>            | <ul style="list-style-type: none"> <li>▪ Ability to work flexible hours (including evenings), with a time off in lieu (TOIL) system</li> <li>▪ Commitment to individual rights, equality, and anti-discriminatory practice</li> </ul>   |