

## **JOB DESCRIPTION**

### **JOB TITLE: DEVELOPMENT WORKER**

### **DEPARTMENT / SERVICE: LINK ACADEMY**

This post will be based at LinkLiving's office in Falkirk. The service also runs in Fife and Edinburgh. As part of this team, you will be required to deliver in all three areas, depending on the needs of the service.

### **PURPOSE OF THE JOB**

To provide group-based and one-to-one support to children and young people. Our services cover areas of multiple deprivation where young people and families face a range of challenges. The Development Worker will support young people with a range of issues affecting their lives, such as social isolation, youth crime, anti-social behaviour, school-related difficulties, family problems, or poor mental health. You will support the young people to realise their goals and aspirations providing them with the guidance and practical tools to reach their full potential. The role will include providing guidance and support to parents/care givers.

### **VALUES**

The postholder will be expected to demonstrate LinkLiving's core values of:

- Empathy (listen to and understand an individual's needs and circumstances)
- Respect (treat others the way they wish to be treated)
- Integrity (be honest and have strong moral principles)
- Caring (show kindness and concern for others)

### **MAIN AREAS OF RESPONSIBILITY / TASKS**

- Deliver group work to young people including a range of accredited programmes
- Develop training for children and young people to address the issues affecting them
- Act as SQA Assessor and Verifier for the delivery of accredited programmes
- Ability to build positive relationships with children, young people and parents, adopting a trauma-informed approach
- Provide supervisory support to individual young people, setting realistic and achievable targets with them to enable progress against individual objectives using Dynamics (Client Management System)
- Develop partnerships with other agencies and training providers to identify, develop and progress opportunities for young people
- Actively include young people in the development and design of training programmes and materials
- Evaluate the impact of programmes to produce comprehensive reports for funders
- Manage a programme budget to ensure spending is within the agreed amount allocated to the programme
- Be actively involved in own learning and development to ensure best practice and understanding of current issues
- Liaise and promote the service with other agencies
- Identify opportunities for partnership working

## **RELATIONSHIPS**

### **Internal**

- Link Academy team
- Colleagues, including wider LinkLiving staff and Link Group business partners

### **External**

- Young People and families
- Third Sector agencies
- Social Work
- Criminal justice team
- Schools/Colleges
- Employers
- Funders
- Partner Agencies
- SQA
- Employability Networks

You will comply with the Health & Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representative or line manager. You will actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.

## **ACCOUNTABILITY**

This post is accountable to:

Link Academy Team Leader  
Head of Practice and Participation

This post is accountable for: Young people and their families

## PERSON SPECIFICATION

VALUES	ESSENTIAL	DESIRABLE
Empathy (listen to and understand an individual's needs and circumstances)	✓	
Respect (treat others the way they wish to be treated)	✓	
Integrity (be honest and have strong moral principles)	✓	
Caring (show kindness and concern for others)	✓	
QUALIFICATIONS	ESSENTIAL	DESIRABLE
Educated to SCQF Level 7 (HNC or equivalent)	✓	
SCQF Assessor and Verifier Qualification/ LD9-LD11 or willingness to work towards	✓	
KNOWLEDGE, SKILLS & EXPERIENCE	ESSENTIAL	DESIRABLE
A minimum of three years' experience in youth work in a professional capacity	✓	
Experience developing and delivering programmes to young people	✓	
Experience delivering SCQF programmes Level 3 to Level 6		✓
Experience of developing and delivering training to adults	✓	
A knowledge of mental health self-help resources and a commitment to their use	✓	
The ability to build positive relationships with young people using a trauma-informed approach	✓	
Experience in creating resources for use in training, including the use of digital resources	✓	
Experience in evaluating programmes of work using a variety of tools to record outputs/outcomes achieved	✓	
Experience with effective methods of sharing learning with both internal and external colleagues/agencies	✓	
Experience in building and sustaining partnerships	✓	
Understanding of current Scottish policies and challenges that young people and families are experiencing in Scotland	✓	
GENERAL/OTHER	ESSENTIAL	DESIRABLE
Excellent planning and organisational skills	✓	
Excellent communication skills, including oral presentations and written reports	✓	
A good knowledge of ICT	✓	
A "can-do" attitude and flexible approach	✓	

Full driving licence and access to car	✓	
Willingness to work in different areas as required	✓	
Evening and weekend work may be required	✓	

## COMPETENCY MANAGEMENT FRAMEWORK

### COMMUNICATION

Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.

### CUSTOMER CENTRED APPROACH

Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.

### INNOVATION

Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.

### LEADERSHIP

The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.

### PERSONAL EFFECTIVENESS

Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly and prioritise depending on the other persons approach.

### PROBLEM SOLVING AND REASONING

The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.

### INFORMATION SYSTEMS

A functional understanding of Link's core information communication technology – including Microsoft Office and IT systems. An ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.

### WORKING TOGETHER

Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team. Takes positive action to build the team and works through conflict to achieve resolution. Makes other team members feel valued. Knows what their team aims to achieve, their role and the part they play and takes positive action to build the team mentors/coaches new employees.

## TERMS AND CONDITIONS OF EMPLOYMENT

Noted below is a summary of the general terms and conditions of employment of LinkLiving employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

### Hours

Full-time, 37.5 hours per week, usually Monday to Friday, but requires flexibility around the needs of the service.

### Contract

The post is fixed term for 12 months

### Salary

Placement within the salary range will be dependent on a number of factors including skills and experience.

Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.

Insert Job Title Salary Range £28,536 - £31,310 per annum pro rata (dependent on skills & experience).

An Inflation-Related Pay Award is normally awarded annually in April.

### Annual Leave

35 days pro rata per annum (including public holidays) rising to 38 days after completion of three years' service.

### Pension

Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:

- Link: 5% of basic salary
- Employee: 3% of basic salary

Employees can opt to increase their contributions:

Employee:	4%	5%
Link:	6%	6%

### Travel

LinkLiving will support eligible employees employed by LinkLiving and providing support to service users across a geographical area where a bus pass is the most cost-effective means of travel, with the cost of a monthly bus pass. Eligible employees can claim for the cost of a monthly bus pass through iTrent Self Service. Reimbursement will be made through payroll and tax and national insurance contributions deducted. Claims for annual bus passes will not be authorised.

Use of your own car for business mileage, where authorised, will be reimbursed at a rate of 45p per miles. LinkLiving adopts the Inland Revenue approved mileage rate system.

**On-Call**

Where an on-call rota is in place, a separate allowance of £20 will be paid per shift.

**Time Back**

There is a time back arrangement for additional hours worked in excess of the contracted hours.

**Probationary Period**

There is a 6-month probationary period, which may be extended to 9 months following consultation with individuals.

**Support and Supervision**

You will have regular support and supervision meetings with your line manager

**Smoking**

All Link group offices operate a NO SMOKING POLICY – you may have to work with service users who smoke.

**Health Care Cash Plan**

A non-contributory healthcare cash plan scheme (taxable benefit) for employees and children up to the age of 24 who are living at home and studying full-time. (Option to include partners at an additional cost).

**Protecting Vulnerable Groups Scheme (PVG) Information for applicants who wish to work with Link**

People who work on a regular basis with vulnerable groups will be required to join the Protecting Vulnerable Groups (PVG) Scheme. This Scheme replaces the Enhanced Disclosure Scotland checking process for organisations and it is a mandatory requirement of working within Link.

As well as strengthening safeguards for children, the PVG Scheme will improve protection for adults because, for the first time in Scotland, there will be a list of those who are barred from working with protected adults - there is already a list of those who are barred from working with children. A protected adult is a person, aged 16 or over, who receives one or more type of care or welfare service either regularly or for a short period of time.

People who work, on a regular basis, with vulnerable groups will join the PVG Scheme and from then on, their membership records will be automatically updated if any new vetting information arises. Vetting information is conviction information retrieved from criminal justice systems and nonconviction information held by the police that is considered relevant.

**Link will meet the cost of any new PVG scheme membership or scheme record update.**

For further information please refer to the disclosure Scotland website - <http://www.disclosurescotland.co.uk/pdf/protecting-vulnerable-groups-scheme.pdf>