

Shaping better futures

Rock Trust
Job Pack

**rock
trust** | ending
youth
homelessness



About us

We are Scotland's leading youth homelessness charity. We believe that no young person should ever face homelessness. That's why we deliver bold, youth-specific solutions, built around young people's experiences and what evidence tells us works.

We support young people to avoid and move on from homelessness, helping them build the confidence, skills and stability they need to thrive in adulthood. We also influence policy and practice to create a Scotland where no young person is left behind.

We don't follow the system, we change it, continually championing the voices and experiences of all young people.



Youth homelessness is not inevitable. With bold thinking, cross-sector collaboration and targeted support, we can end it, for good.

It starts with prevention, identifying and tackling the root causes before young people reach crisis point. It means changing systems and policies so that young people have access to safe, affordable housing that meets their specific needs. And it means making sure every young person has the chance to build their skills, support networks and confidence, so they can move forward and thrive.

Whatever your role, this is what you will be a part of when you join the team at Rock Trust.

Kate Polson, CEO



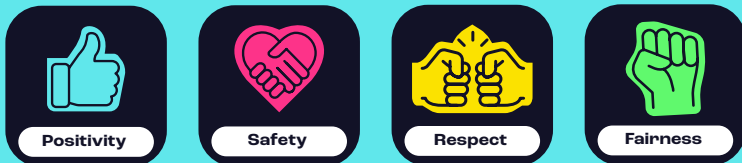
Intro from CEO

Life at Rock Trust

At Rock Trust, we're not just doing what's always been done. We actively seek out better ways and prove that they work. We approach challenges with curiosity and imagination. We design, initiate and collaborate on services that break moulds and change minds.

Whatever your role at Rock Trust, this is a place to be your true self, to build meaningful, trusting relationships with co-workers and young people, to raise your voice, and to influence change.

Our values are:



These values exist for our staff, volunteers and the young people we work with. They underpin everything we do, including how we measure success and reflect on our work.



We are committed to Diversity, Equity and Inclusion.

We are continually working to improve our policies and practice, removing barriers and promoting fairness and opportunity. To support and give back to our teams, we offer:

- ✦ Flexible working
- ✦ Hybrid working
- ✦ Annual increases in leave allowance
- ✦ Additional wellbeing day
- ✦ 6% employer pension contributions
- ✦ Enhanced maternity, paternity and adoption leave
- ✦ Life assurance of 3 x annual salary
- ✦ Personalised training and development opportunities
- ✦ Employee Assistance Programme (EAP)



Working for Rock Trust is my first experience of working in the voluntary sector and I really appreciate being part of an organisation that puts its values into practice. The welfare of the young people we support really is at the heart of all we do.

Rock Trust understands the importance of recruiting the right people and we have a supportive and compassionate team.

Alison, Team Leader in Fife

Our teams

Senior Management Team

People and Business Support Team

Finance Team

Communications and Fundraising Team

Properties and Facilities Team

Services Teams:

Edinburgh

East Lothian

Midlothian

Perth

West Lothian

Glasgow

Fife

Upstream Scotland



The things I enjoy most about working for Rock Trust are the people and the variety - I get to meet and speak both with internal colleagues across the business, and also young people and service users which is always enjoyable.

Ben Lock, Senior Administrator



I can honestly say that I work with some of the kindest, most dedicated, and most supportive people at Rock Trust. Across all departments, everyone's thoughts and ideas are always valued and welcome.

Joanne, Partnerships Lead



Job Description

Job Title: Project Worker – Glasgow
Contract: Fixed term until 31st March 2026, (with possible extension subject to funding) 35 hours per week.
Location: The Rock Trust office, 840-860 Govan Road, Glasgow and WFH with occasional travel across central Scotland.
Salary: £25,295.91 - £28,487.31 per annum (depending on experience)



Mission Statement

Our long-term vision is to end youth homelessness, our more immediate mission is to ensure that every young person in Scotland has access to expert youth specific services to assist them to avoid, resolve and move on from homelessness.

Context

The Project Worker will work directly with young people to coordinate and provide emotional and practical support on a 1:1 and group basis. Working with young people in their supported tenancy and in their local community to ensure that a young person's experience of homelessness is rare, brief, and non-recurring.

The Project Worker will offer line management, guidance, and support to Support Assistants and volunteers, working together to support young people

to improve their practical independent living skills, access other services and to reach their full potential. Project Workers are responsible for completing support plans and risk assessments and are the main contact for any key people involved in the care and support of young people.

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Reporting to

Glasgow Service Manager

Responsibilities

Service Delivery

- Offer and provide practical, personal, emotional and social support to young people, collaborating with colleagues where necessary and practical.
- Actively and proactively coordinate and plan the provision of support for all the young people assigned to you, managing their competing and varying priorities and needs.
- Assess young people's skills and abilities and work with them in a person-centred way to produce support plans, based on their needs and goals, with regular reviews.
- Assist young people in coordinating, building and maintaining a network of internal and external support.
- Participate in the referral, selection and placement process to ensure available places are appropriately and promptly filled.
- Maintain regular and accurate case notes, recording support provision and young people's achievements and progress.
- Participate in the "on call" rota in accordance with agreed guidelines.

Service Development

- Participate in strategic and operational planning and development of day-to-day services.
- Participate in the gathering and processing of relevant statistical information to support senior colleagues with regular reviews and

evaluations of services.

- Form and maintain effective and meaningful partnerships with external agencies.

Quality & Compliance

- Ensure safe and hospitable environments within the properties used by the Rock Trust and, where directed, support the identification, acquirement and set up of new properties.
- Ensure a thorough awareness, application and adherence of organisational policies and procedures and promote best practice.
- Contribute to achieving the agreed standards of service and targets reflecting the aims and objectives of the Rock Trust, service level agreements or guidelines provided by statutory and regulatory authorities.
- Be aware of the composition of the annual service budget and collaborate, where appropriate and directed, with senior colleagues in ensuring a cost-efficient service.

Leadership and Development

- Line manage and provide formal and informal support to allocated staff, students and/or volunteers.
- As part of HF4Y Glasgow Team, provide effective and professional leadership, supporting and promoting the activities of Rock Trust and contributing significantly to building a high performing organisation.
- To provide visible leadership and motivate staff to ensure that delegated responsibilities are achieved, and effective communication maintained.
- Nurture a culture of Respect, Safety, Positivity and Fairness, that allows our colleagues to thrive, take appropriate risks and learn from mistakes.
- Identify and make recommendations for improvements to contribute to the continuous operational improvement of the organisation.
- Maintain an up-to-date knowledge of relevant legislation, policies and best practice related to youth homelessness and community care.

Other

- To act in accordance with Rock Trust values.
- To undertake other duties in line with the role as required.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Rock Trust at any time after discussion with the post holder.

Person Specification

Essential

- A willingness to work towards a practice qualification that meets the criteria recognised by the SSSC.
- Experience of initiating and maintaining constructive and engaging relationships with young people and assessing their strengths and needs.
- Knowledge and experience of homelessness, mental health and isolation issues.
- Working knowledge and experience of person-centred practice.
- Excellent communicator, including verbal, listening and written, with attention to detail.
- Ability to manage competing and varying priorities and demands of young people, in coordination with relevant colleagues.
- Confident in problem solving, using individual initiative and reasoned judgement to develop new ideas and solutions.
- Ability to support, train and provide supervision to colleagues.
- Strong IT skills, including using Microsoft packages (Word, Outlook, Teams).
- The willingness and ability to travel and adapt to changing work locations as necessary; access to suitable transport are required.

Desirable

- A practice qualification that meets the criteria recognised by the SSSC.
- Knowledge and experience of supporting looked after young people.
- Knowledge and experience of advocating on behalf of young people.
- Knowledge of psychologically informed environment (PIE) and trauma informed approaches.
- Experience of providing line management and provision of formal and informal support to allocated staff and/or volunteers.
- Knowledge of key strategic aspects of projects, including budget, evaluation and development.



Join us at Rock Trust

We are there for young people at every stage of their journey, whether they're facing crisis, or rebuilding their lives.

By working for us, you can make a difference too.



How to apply

Download and complete the following forms from our vacancies page:

1. **Application Form**
2. **Equal Opportunities Form**
3. **Criminal Convictions Declaration**

Then click on the relevant job link and follow the instructions to upload them to our Breathe HR portal.

Please double check the documents are saved as word doc or pdf files so we can open them.

We will be in touch as soon as possible if we'd like to invite you to interview.

Good luck with your application, and thank you for your interest in working with us!

Any questions?

hello@rocktrust.org

rocktrust.org



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The Rock Trust is a company limited by guarantee (Company No. 146616) and a charity registered in Scotland (SC018708). Our registered head office is 55 Albany Street, Edinburgh EH1 3QY