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Scottish Charity SC 035714 // Company Limited by Guarantee SC 384635

Hot Chocolate Trust have worked with young people, aged 12-25, from across Dundee since 2001. We support them on their own terms, grow their confidence and fullest lives, do extraordinary things together and amplify their voices to affect wider change.

"You help everyone, no matter what the situation."

More information including our [most recent annual accounts](#) and [annual report](#) is available on our website. If you have questions about the role or recruitment process please contact admin@hotchocolate.org.uk

How we work

Engaging with approx. 450 YP each year, we blend responsive, whole-person youth work with specialist resourcing and opportunities (e.g. creative arts, mental health and wellbeing, education and employment, activism) to maximize YP's participation, agency, and responsibility. Flexible, relationship-based approaches are essential to support YP whose lives are often unpredictable, even chaotic, and who are wary of professionals and programmed, targeted projects.

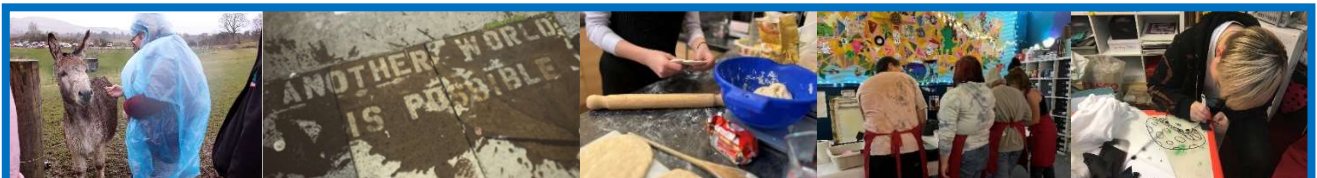
"The work you do at Hot Chocolate provides the very cornerstone for support in the community, early intervention and prevention." Fiona Lees, Chair, Independent Oversight and Assurance Group on Tayside's Mental Health Services.

We use community development approaches to build collaborative activities:

- Open-door youth work including art, music, sport, EET support, cooking, and external connections.
- Individual support responding to YP's needs and ambitions.
- Group work identifying themes, opportunities, and goals with YP.
- "Bookable Spaces", groups of YP choose and use our spaces with youth workers.
- Community meals, developing belonging, skills and confidence.
- Street work, developing youth work in the city centre's public spaces.
- Residentials offering respite, new experiences and broader horizons.
- Volunteering and activism activities involving YP in HC's leadership and decision-making.

"HC was always giving me a reason to keep going. You always help by giving support and helping us to see that there's still good stuff to happen."

This programme is a framework within which we pursue a flexible cycle of encounter and collaboration: building with YP the youth work they want and need. Particular priorities (creative arts, activism etc.) are pursued through both open and planned work, embracing YP's holistic needs and ambitions. Skilled youth workers are ready and able to pivot from one perspective to another to respond to what YP present and realize the opportunities of each moment.



Context

YP at HC have drifted into the city centre, often feeling they don't belong in their own communities or families. Most would describe themselves as 'alternative', in one sense or another. As well as much discrimination and exclusion, the YP face multiple significant challenges in life. *"This place is for people who feel like the outcasts."*

The top seven areas of their lives where YP want support are money; jobs; mental health/emotional wellbeing; college and university; art & music; relationships; and housing.

While demand from young people, and the needs and ambitions they bring to us, have grown consistently through recent years, the fundraising context has become more challenging at the same time. The proven track record and innovativeness of Hot Chocolate's youth work has mitigated these challenges as well as proactive, effective and diversified income generation. As for other community-based charities, though, fundraising to sustain a solid platform for effective work with young people will continue to be a priority.

"Hot Chocolate are at the forefront of creative, supportive, and inclusive practice with young people" TIALT, developing a case study for British Council research.

Taking up this role

You will work with a highly skilled, friendly, committed and experienced team. Our Head of Youth Work has 25 years' experience and acknowledged expertise in youth work and safeguarding. Our 7 other youth work staff have nearly 80 years' youth work experience between them; 2 began their journey as YP here and 4 more as volunteers. 5 are professionally qualified youth workers and 3 bring experience and qualifications in counselling, creative arts, life skills coaching, and community learning. Our team of approximately 15 volunteer youth workers and student placements bring invaluable diversity of experiences and skills too.

We have well-established and regularly reviewed systems and policies to respond effectively to safeguarding and complex needs issues young people present. These are recorded confidentially within our bespoke Teckle Data database and reviewed and managed by our Head of Youth Work. A monthly Young People at Risk meeting, including Director and senior youth workers, ensures effective follow up for both YP and team.

Our Finance & Governance Manager is qualified in management accountancy and with the current Executive Director has built excellent systems of risk management, financial planning and controls, and fund management. We've developed acclaimed approaches to monitoring and evaluation through our Teckle Data tools. Our Board add skills from accountancy, youth work management, investment, HR, health, criminal justice and more. Quarterly cycles of sub-groups and main Board meetings ensure a clear flow of information and scrutiny for effective oversight and governance.

Since 2018 we have developed our trauma-informed youth work practice – learning from multiple independent experts to identify strengths and weaknesses, learn from diverse models, and develop our framework for youth work here. Since August 2024 we've employed a Consultant Psychologist who offers consultation, case formulation, knowledge/skills training, and reflective space to connect theory into practice.

Recruitment process

To apply for this post please send a CV (2-3 sides of A4) and short covering letter (up to 2 sides of A4) which make clear how your skills and experience relate to the job description and person specification.

Applications should be submitted to admin@hotchocolate.org.uk by 10am on Monday 1st December 2025.

