

## **elop: Job Application & Information Pack**

LGBTQ+ Youth Worker: Fulltime, 37 hours/ week

This pack is divided into three sections:

### **Section 1**

This section gives you a brief overview of the purpose of the LGBTQ+ Children & Young People's Worker Post, along with a general overview of elop, its core services & main activities.

### **Section 2**

This section outlines the abilities and experiences that are required for the LGBTQ+ Children & Young People's Worker position, including a job description and person specification, plus elop's policy statement for equality, diversity, and confidentiality.

**Please read this section carefully & see if your own abilities & experience match the post requirements before you decide to apply.**

### **Section 3**

This section describes the application process for recruitment and selection to the above position.

#### **Included with this pack you will find:**

- an application form;
- guidance notes for completing the application form & preparing for interview; &
- an equalities monitoring form.

N.B. because of the nature of this job, if you are successful in your application you will be subject to a criminal records check from the Disclosure and Barring Service. This will be done by applying for an 'Enhanced Disclosure' which will include details of **all** Police cautions, reprimands or final warnings, as well as convictions.

elop will consider any records held carefully and your application will not be prejudiced by records that do not relate to the job being advertised.

## **Section 1**

### ***LGBTQ+ Youth Worker Remit***

This is an exciting job opportunity to join a dynamic and committed team in a front-line role to support and deliver the activities and services of elop's LGBTQ+ Children & Young People's Service. This role offers great opportunity to work innovatively and responsively to support the genuine needs of LGBTQ+ young people.

In this role you will have opportunity to design and deliver innovative youth group support programmes & other activities; provide LGBTQ+ affirmative support, guidance and mentoring on a one-to-one basis; work with our wider family work programme, support families with LGBTQ+ children and deliver work in schools to students & teaching staff. You will support the delivery of a youth reference group of young LGBTQ+ people (to support service evaluation and development); create new & innovative mentoring tools & resources to enhance our existing library of resources and support volunteer youth mentors.

You will be responsible for the direct delivery of elop's LGBTQ+ Young Peoples Service, including promotion, & administration, along with the induction, support & supervision of volunteers and interns. You will work alongside the wider staff team to support elop's work with LGBTQ+ young people and contribute to sustainable service development.

Initially most of this work will take place remotely, via home-based working, until elop fully transitions back to fully in-person services in a new premise. There will be weekly delivery of groups/ activities in person throughout.

#### ***elop's LGBTQ+ children and young people's service***

elop has for many years has been providing a range of dedicated support service, activities, programmes and projects for LGBTQ+ children and young people. These have included a youth counselling service, youth support groups, one-to-one support & mentoring, outreach, schools workshop project and through our wider family work programme support for families with LGBTQ+ children and/ or LGBT+ parents or other LGBT+ family members.

Our current programme provides weekly LGBTQ+ youth group support for 12-15's and 15-18's plus additional one-to-one support, advice, and guidance via our mentoring service. The service has separate group support and activities for 18-25's and for LGBT+ families. Our schools workshop programme raises LGBT+ awareness and promotes LGBT+ equality, diversity and acceptance of difference through our presentation at assemblies, classroom workshops and training sessions.

We are keen to continue enhancing our LGBTQ+ Youth Services, and this post will have an opportunity to contribute to future service development.

#### ***elop Organisational Information***

elop is an award-winning LGBT+ mental health and wellbeing charity with over 29yrs years' experience of providing high quality, professional, LGBTQ+ affirmative mental health and wellbeing services to LGBTQ+ communities across London and South Essex; along with advocating and providing LGBTQ+ voice, consultation, awareness raising,

and dedicated LGBTQ+ education programmes and training services to professionals, schools, education services, and the non-profit, public, health and corporate sectors.

All elop services aim to promote the mental health, health, and well-being of all LGBTQ+ people, which may include those who self-define as lesbian, gay, bisexual, transgender, or who have same-sex attractions or partnerships, are same-sex sexually active, are questioning sexual orientation, and/ or identify as non-binary, genderqueer, genderfluid, intersex, or are questioning gender identity.

The elop ethos believes that one area of health & well-being, whether this be emotional, mental, psychological, physical, sexual, social, or even community, cannot be fully achieved or maintained without recognition of the opportunity for all concerns of our 'whole self' to be addressed. By having a range of mental health and wellbeing services elop can refer those using one service to another service for additional support, information, or advice as appropriate.

All elop services are provided by LGBTQ+ community members who are appropriately trained, qualified and/ or highly experienced in their area of practice.

elop's direct support services include:

**LGBTQ+ Community Counselling** – London's largest LGBTQ+ low-cost counselling service, which includes:

- adult 18+ counselling
- relationship/ couples counselling
- youth counselling
- occasional family support

**Heads-Out: Mental Health Support** – a dedicated LGBTQ+ mental health crisis prevention, intervention & support services, which comprise of a range of psychoeducation, individual and group support, including;

- individualised mental health & safety plans
- LBT+ women's trauma support group
- LGBTQ+ mental health peer support group
- Trans and non-binary support group
- Group support for LGBTQ+ people seeking asylum
- mental health befriending programme

**LGBTQ+ Wellbeing Services** - comprising of a wide range of support & intervention, programmes, groups, activities & events, including;

- weekly over 50s LGBTQ+ social support group in Tower Hamlets
- weekly 18-25's LGBTQ+ young adults' group
- weekly LGBTQ+ social support group in Tower Hamlets
- monthly LGBTQ+ Rainbow Families (parents & children) meet-up & activity session
- Tower Hamlets LGBTQ+ community forum & events; giving voice to LGBT+ community through bringing community together with local policy makers, professionals, and key service providers to celebrate and advance greater LGBTQ+ inclusion, positive practice and change for all

**Youth Out East Service** - LGBTQ+ children & young people's services, including;

- 1:1 mentoring support for 12-24s
- weekly 12-15s LGBTQ+ youth group

- weekly 15-18s, LGBTQ+ youth group
- schools LGBTQ+ awareness education & training programmes for students & pupils to address issues of homo, bi, & trans phobic bullying, and to raise the visibility of LGBTQ+ young people etc.

**Education & Training Services** – providing a range of LGBTQ+ affirmative CPD training workshops, Q&A's, consultation, training programmes and/ or courses, many of which are often bespoke; along with a Foundation Course in LGBTQ+ Affirmative Counselling skills, and newly launched qualifying counsellor training - our Advanced Diploma in Integrative LGBTQ+ Affirmative Counselling.

**Representation, consultation, & partnerships** - elop is highly engaged in a range of collaborative work with local partnerships, statutory and other mainstream service providers to advocate for and provide a stronger & cohesive LGBTQ+ voice.

**Volunteering Opportunities** – elop has a dynamic programme & variety of opportunities for LGBTQ+ community members to volunteer, contribute to the services, activities, and events of elop, including group facilitation, befriending, fundraising and management board membership, amongst many other openings to join our committed volunteer teams & be part of making a genuine difference where and when it matters most.

## **Section 2**

### **Job Description: LGBTQ+ Youth Worker:**

Responsible to:	Youth, Schools and Family Co-ordinator
Responsible for:	students, interns & volunteers
Budget Responsibilities:	Nil
Salary:	£26, 700 Incl. OLV; 37 hours/ week Two regular evening and occasional other evening and / or weekend work required Raising to £27,200 on passing probation period

### **Job Purpose, Responsibilities, Activities**

To deliver, administrate and contributes to the activities of elop's LGBTQ+ youth groups, mentoring service and schools work incl to.

1. be a key member of elop's LGBTQ+ youth service, directly supporting the youth mentoring programme, youth groups and 18-25's group.
2. design, deliver and administrate LGBTQ+ youth group / young adults programmes and occasional events including Rainbow Families group for LGBT+ parents and children
3. facilitate and run varied group sessions, activities, and workshops for LGBTQ+ young people including design and plan quarterly programmes for the weekly groups and lead and facilitate the delivery of the weekly groups.

4. ensure appropriate support to enable all children & young people, particularly those who are vulnerable, excluded and/ or have additional needs, to fully participate in group sessions.
5. receive and process individual referrals and provide individual support, guidance, advice, mentoring sessions.
6. ensure high quality mentoring support is delivered in accordance with the Mentoring Quality Framework, including the administration of and direct provision of 1:1 mentoring session to allocated LGBTQ+ young people.
7. actively encourage and promote the involvement and feedback of children & young people in the development and decision-making of service activities.
8. support, empower and enable the children and young people to have opportunity to make better or informed choices about their lives which enhance personal development, health and well-being.
9. provide LGBT+ affirmative support, awareness & empowerment
10. design, deliver and administrate elop's schools work, providing presentations at assemblies, classroom workshops and training sessions for students and staff as directed
11. Record, maintain, and file accurate and confidential records, such as mentoring session notes, assessments, monitoring, and outcome measure evaluations, group attendance etc
12. Support a youth consultation reference group.
13. Support induction and training and provide line-management support and supervision of assigned student trainee placements, interns, and/ or volunteers working with the youth service incl. post group session debriefs.
14. To maintain accurate records and complete as necessary facilitator evaluation forms of weekly group sessions, trips or outings and maintain accurate service records incl. any case notes, incident reports, monitoring data etc.
15. Always ensure, the safety and wellbeing of all those using, accessing, or involved in the service is maintained, including always working within elop's safeguarding and concerns monitoring protocols.
16. To promote and market the mentoring service to LGBTQ+ youth and key referral service provider agencies.
17. To contribute to the collection of quarterly outcome monitoring measurements and relevant evaluation frameworks for each youth group, mentoring service and school's work.
18. To conduct end of quarter review, evaluation, outcome monitoring and next programme planning sessions with each of the groups/ clubs, ensuring and utilising group member's feedback.
19. To collate and analyse user statistics, evaluation, feedback, observation and monitoring data and produce quarterly and annual service reports for CEO and Board, including case studies demonstrating impact, and any indicated recommendations for service revision or development.
20. To contribute to funder reports.
21. Attend and actively contribute to line-management supervision, staff, service development, and other team or organisational meetings.
22. Operate within any allocated budgets, and any relevant financial procedures.

23. Undertake general office admin and management duties, deal with service correspondence, respond to enquiries and information requests, advice, and/ or details of elop wider activities or services, incl. at times greeting and directing service users when they arrive in the centre etc.
24. To understand and support the overall work and ethos of elop.
25. To work within all organisational policies and procedures, always observing confidentiality, data protection, child and adult safeguarding procedures, and to actively promote and implement elop's commitment to equality of opportunity, race promotion, diversity, inclusion, and anti-discriminatory practice.
26. To work within a trauma informed way and framework.
27. To keep up to date with relevant research knowledge, best practice, and wider legislation affecting LGBTQ+ young people.
28. To undertake relevant assigned training and development courses and cascade to the wider staff team.
29. To be available to work two regular evenings a week, and occasional other evening or weekend working as required, including covering staff leave.
30. To undertake any other duties in line with the role, responsibilities, and activities of the post

### **Person Specification: LGBTQ+ Youth Worker**

Listed below are the minimum essential requirements for the above position. These could have been gained through employment or volunteer work experience and/ or personal life experiences.

1. Personal knowledge and understanding of the lived experience and current needs of LGBTQ+ children and young people.
2. Commitment to promoting and supporting the needs of LGBTQ+ communities and valuing the lived experiences of all intersections of LGBTQ+ communities.
3. A relevant qualification in education, training, youth and community work, health, social care or substantial experience of working with young people.
4. Knowledge and understanding of the needs and issues facing LGBTQ+ children and young people in school, educational, community and family settings.
5. Knowledge of the Children Act, child protection and safeguarding procedures.
6. Experience of engaging successfully with children and young people between the ages of 12-24, particular those who are vulnerable, excluded, and/ or have additional support needs, such as mental health, or neuro-diverse needs.
7. Experience of supporting young people's personal development through provision of 1:1 support, and creating a safe, empowering, and non-judgement space.
8. Experience of providing group work with young people.
9. Experience of presentations at assemblies, classroom workshops and training sessions to students and teaching staff or similar experience
10. Ability to promote, market, and target service publicity to access LGBTQ+ youth and key service referral agencies.
11. Understanding and ability to work in a trauma informed way.
12. Ability to work in a way that values and respects diversity and difference.

13. Ability to ensure the safety and well-being of those using or delivering services is always maintained.
14. Be computer literate, with ability to utilise core Microsoft Office programmes and to be able to produce electronic publicity material.
15. Experience working on own initiative.
16. Experience of providing supervision and/ or support to either staff and/ or volunteers.
17. Ability to produce and present written and verbal reports and be able to record, monitor and evaluate against agreed objectives.
18. Ability to communicate clearly and effectively across all levels, work collaboratively, and negotiate effective working relationships.
19. Experience of working with voluntary sector, statutory, education and or healthcare agencies or any other relevant forms of multi-agency work.
20. Ability to plan, prioritise, organise and administrate workload to effectively meet deadlines.
21. Understanding of need and ability to work within all relevant organisational policies and procedures and other required legal, professional and ethical protocols.
22. Ability to always maintain ethical boundaries and professional conduct
23. Ability to work effectively in a team, demonstrating loyalty and commitment to the organisation and other team members.
24. Ability and willing to travel as necessary and work some evenings and occasional weekends.

### **Equality, Diversity and Inclusion Policy Statement**

This policy aims to outline elop's commitment to ensuring equality of opportunity and equal treatment for staff, volunteers, service users, visitors, and Trustees in terms of employment, access to services, any involvement with elop, and to provide guidance on anti-discriminatory practice. This policy is intended to assist elop to put this commitment into practice. Compliance with this policy should ensure that employees do not commit unlawful acts of discrimination and that our employment practices and service delivery are non-discriminatory and, as far as possible, fully inclusive. elop through this policy and others aims to

- Promote equality of opportunity
- Celebrate and value diversity
- Eliminate unlawful direct and indirect discrimination

We recognise and acknowledge the diversity of our society and that certain groups and individuals within society experience prejudice, discrimination, and oppression.

We are committed to challenging and eradicating the prejudice, discrimination and oppression faced by people on the grounds of age, disability, gender, gender reassignment, pregnancy or maternity, race (including colour, nationality, and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership.

Wherever possible, elop will actively involve those groups and individuals who have traditionally faced discrimination and oppression in the running of the organisation and in the planning and development of our services. We also recognise that we may need to take positive steps to encourage previously marginalised and disadvantaged groups to use our services or apply for volunteer posts and paid employment.

elop expects all staff and unpaid volunteers to demonstrate an understanding of, and an active commitment to, this policy. As an employer and deliverer of services, elop believes that all those using, visiting, contacting, and working for the organisation have the right to expect equality, respect, and a non-oppressive and safe environment. This policy is intended to support and ensure this.

### **Confidentiality Policy Statement**

elop is committed to providing confidential services to all people using, visiting, or contacting the organisation. elop believes that the principles of confidentiality must be integrated across all aspects of services and management. elop believes that all those using, visiting, or contacting the organisation deserve the right to confidentiality and privacy to protect their interests and to safeguard the services of elop.

The purpose of confidentiality is to ensure privacy and safety for all people using, visiting, or contacting the service. All employees, whether paid or unpaid, must demonstrate a thorough understanding and practising commitment to the organisation's confidentiality, privacy, and associated GDPR policies, and the need for upholding all.

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## **Section 3**

### **Application Process**

Applicants that adequately demonstrate through their application form the necessary skills and abilities, as set out in the person specification, will be invited for interview.

If you do not hear from us by the date given in your covering email then you have not been short-listed for interview on this occasion. N.B. we do not provide feedback.

Whilst we are currently operating virtually, all interviews will be conducted only online.

References will be requested only after a successful interview.



The appointed applicant will be requested to take up post immediately they are available.

An initial induction will be organised upon commencement.

### **Application Form**

Once the application and equalities monitoring form have been completed, please save and submit electronically to [recruitment@elop.org](mailto:recruitment@elop.org) by the closing deadline given in the covering email.

N.B. You will initially be homebased working with some in person activities, until we return to full time office-based working.