



JOIN OUR MISSION
FOR CHILDREN AT RISK
ON THE STREETS

YOUTH OUTREACH PRACTITIONER – GLASGOW
RAILWAY CHILDREN – RECRUITMENT PACK

children RAILWAY
No child lost to the streets



WE BELIEVE IN A WORLD WHERE EVERY CHILD CAN THRIVE, AWAY FROM A LIFE ON THE STREETS

Founded in 1996, Railway Children has dedicated over a quarter of a century to developing outstanding practice and services for street-connected children. Across India, Tanzania and the UK, hundreds of thousands of children are lost and alone on streets and public transport. As we embark on our new strategy to 2030, we have ambitious plans to ensure no child is left behind, wherever we work.

Every year, British Transport Police identify around 10,000 children at risk on the UK rail network. It offers young people a means to escape whatever they are running from and a place of shelter that feels safe.

However, public transport can also deliver them to danger...

With strong relationships across the UK rail industry, Railway Children applies contextual safeguarding principles to make sure someone is on hand to intervene early and protect children before they come to serious harm.

Our Youth Practitioners create turning points in these young people's lives that help them on a path to a better future.

Together we can make our transport system a safe place for everyone.

WHO WE ARE



Our Mission

To safeguard children at risk of being lost to the streets by empowering families, communities and partners to create lasting change, ensuring every child can reach their full potential.



Our USP

We are leaders in protecting the rights of street-connected children. We work with transport networks to reduce risk, intervene early and safeguard children before they face serious harm.



Our Goal

By 2030, we will have refined and enhanced our direct work to protect children and to demonstrate effective, impactful and scalable interventions that influence systemic change.

WILL YOU JOIN US ON THE JOURNEY?



WHAT WE STAND FOR

We stand for children

- The children who don't have a voice.
- The invisible children.
- The children struggling to survive on the streets around the world every day.
- The generations of children suffering repeated cycles of abuse.

**WE STAND FOR CHILDREN,
THEIR CHILDHOODS
AND THEIR FUTURES!**

These five values
guide our work



NEVER GIVE UP

Face challenges head on.



HAVE COURAGE

Push boundaries.
Think big.



EARN TRUST

Be honest. Always act
with integrity.



SHOW COMPASSION

Be kind and show
respect to all.



NURTURE TALENT

Encourage growth.
Enable others.



THE ROLE

YOUTH OUTREACH PRACTITIONER – GLASGOW

Salary:	up to £32k	Location:	Glasgow
Hours/FTE:	Full time (Permanent)	Responsible to:	Regional Manager West
Department:	UK Programme	Responsible for:	N/A

* Based close to Glasgow Central Station 3 days a week and 2 days a week supporting young people via direct support in the community.

This is a community/outreach role primarily based at Glasgow Central Station with travel within the North Lanarkshire, South Lanarkshire, Glasgow and Renfrewshire. The postholder will not have a dedicated office on site and will work in a mobile and flexible way. The role will involve working in partnership with station staff and other agencies, with access to appropriate facilities where needed.

JOB PURPOSE

Work as part of a dynamic team delivering our UK Programme, in partnership with British Transport Police (BTP) local partners and the UK rail industry to:

- Provide direct support to children aged 10-17 identified as vulnerable, and work with partners to reduce risks to young people on the public transport network.
- Deliver outreach and direct support to young people in Glasgow engaging and safeguarding in and around Glasgow Central Station and other local transport hubs helping identify and safeguard young people under 18 years at risk of criminal and sexual exploitation, county lines, missing from home, homelessness or family breakdown.
- Work alongside key partners such as Scotrail, BTP, train and bus Operators, Police Scotland, Youth Service, Barnardo's and other local stakeholders to raise awareness of vulnerability on the rail and transport networks, how to report, and to engage with members of the public to become our 'eyes and ears' to report vulnerable young people.

This role requires an enhanced PVG check for Scotland check alongside an additional policing check via British Transport Police.

KEY RESPONSIBILITIES

For this role your time will be split between two main objectives of direct support and outreach work.

Direct Support Work

- Conduct brief assessments of young people referred to the project and provide a range of interventions based on their risk and need.
- Deliver a range of interventions with young people in both groups and in a 1:1 setting, exploring issues such as safety planning, running away/going missing, county lines, exploitation, mental health, relationships, communication, self-esteem, and well-being.
- Make appropriate onward referrals, signpost young people to support services and positive activities, and identify creative solutions to the challenges faced by the young person.
- Hold an ongoing caseload of young people, conducting assessments in order to plan interventions and deliver tailored support on a 1:1 basis.
- Where necessary, provide practical and emotional support to the families of young people receiving support.
- Work with other professionals to advocate on behalf of young people and their families, ensuring their safety and wellbeing always remains central.
- Record all interventions and contacts in a timely manner according to Railway Children's management information systems.
- Follow Railway Children's robust case management system to ensure outcomes are measured and reported.
- Identify and support young people to access our Youth Participation programme which trains and supports young people with lived experience to develop a range of skills and eventually to become ambassadors for Railway Children
- Work collaboratively with Railway Children's Youth Participation Forum and Youth Ambassadors to enable lived experience to inform the project

- Travel independently across the Glasgow area, providing face to face support to young people, often covering multiple areas in one day.

Outreach Role

- Complete outreach work with young people in and around Glasgow Central Station & other local transport hubs in the city
- Identify opportunities to safeguard young people under 18 years at risk of criminal and sexual exploitation, county lines, missing from home, homelessness or family breakdown.
- Work effectively to safeguard young people alongside other local stakeholders such as other organisations working with young people, Children's Social Care, Youth Service, Youth Justice Service etc
- Engage young people at risk in brief interventions to increase awareness of safeguarding and divert from risky situations
- Analyse data to target peak times that young people at risk are currently being identified, ensuring that patrols are scheduled for these times.
- Creatively engage with young people – e.g. engaging with local schools and colleges, arranging awareness-raising events and small groupwork to engage target audiences
- Refer young people needing additional support into our Intensive Youth Support programme and other local programmes and services.
- Work with partners to improve safeguarding in and around Glasgow Central Station & other local transport hubs in the city
- Engage and support local stakeholders in the community e.g. Train Operating Companies, British Transport Police, local retailers, Barnardo's, Youth Services and Youth Justice Service.

KEY RESPONSIBILITIES CONTINUED

- Develop and maintain effective relationships with partners, funders, and other agencies to support the delivery of the project.
- Patrolling and engage with BTP, Police Scotland & other transport partners at stations to identify and address contextual safeguarding risks.
- Liaise and work with other local third sector agencies and groups to raise awareness of safeguarding and vulnerability on the rail network.
- Work alongside other Railway Children UK staff and volunteers to deliver joint initiatives in the community e.g. awareness-raising campaigns to improve the safeguarding of vulnerable young people.
- Publicise and share the work of Railway Children at key locations, promoting key safeguarding messages and campaigns with rail staff, wider partners and members of the public.
- Deliver briefings and training to stakeholders in the local community and within the station community.
- Complete mapping exercises of key stakeholders and vulnerability concerns.

Key requirements of the role, including reporting and recording of work.

- Use databases for the safe and effective recording of outreach work with young people, following guidelines and recording standards
- Engage in regular management oversight and supervision to gain support, guidance and to ensure positive outcomes are achieved for young people
- Access and use management support and expertise in the safeguarding of vulnerable children and young people
- Provide information for reports to managers and stakeholders to enable evidence to be gathered and analysed about the progress of the project

- Work independently in the project area following risk management protocols and within the lone working policies.
- Work creatively to generate project resources and materials as required.

Organisational Relationships

- Responsible to the Regional Manager West, who will provide day to day support and supervision.
- Work with and support colleagues, both within a small local team and within a wider UK team
- Attend staff development days and face-face meetings in various UK locations as required.

General duties (all staff)

- Uphold and work within Railway Children's policies and procedures.
- Conduct yourself in accordance with the rules of the Child and Adult Safeguarding Policy and Code of Conduct in your personal and professional life – which includes reporting suspicions of child abuse or any other breach of these policies.
- Actively promote and embody Railway Children's core values across the organisation and partners.
- Travel to Railway Children's field operations as and when required.
- Undertake any other duties, as appropriate to the post, as delegated by the line manager.

PERSON SPECIFICATION

Experience

- Experience of successfully engaging and supporting vulnerable young people and families.
- Experience and understanding of case management including assessment, action planning and reviews.
- Experience of developing productive relationships/partnerships with a variety of organisations such as 3rd sector group, local services and statutory services such as social care to support the needs of vulnerable young people and families
- Experience of working in an outreach or similar setting to creatively engage young people with a range of needs and vulnerabilities.
- Experience of recording your work using databases and reporting on your work against project targets.
- Experience and application of Health and Safety and risk management procedures
- Experience of working with or managing volunteers is desirable.

Education/Qualifications

- Relevant qualification in an appropriate discipline in working with children and families, community work or youth work is desirable.
- Relevant training in safeguarding and/or issues relevant to vulnerable young people and families is essential.

Knowledge and Skills

- Clean drivers licence and daily use of a car for visits with young people is essential.
- Self-motivated, able to be proactive and work independently.
- In-depth knowledge and understanding of the issues vulnerable young people face such as running away and going missing, exploitation and abuse.
- Understanding of the issues facing vulnerable young people at risk on the transport system.
- Knowledge of the issues facing young people and families locally and the resources available to them.
- Excellent understanding of safeguarding processes and procedures.
- Ability to work creatively and independently in outreach environments.
- Able to handle sensitive and confidential issues with tact and diplomacy.
- Clear understanding of professional boundaries in your work with young people and adults.
- Ability to engage young people and families who are experiencing challenging circumstances.
- Ability to manage your workload, use your time efficiently and deal with competing demands.
- Emotional resilience and willingness to seek support and guidance with challenging casework.
- Ability to be creative and find positive solutions to problems.
- An understanding and experience of implementing health and safety, data protection and best practice procedures as they relate to working with children, young people and vulnerable adults.



PERSON SPECIFICATION CONTINUED

- Practical understanding of equalities and diversity guidelines and experience of applying its principles in the workplace.
- Excellent written, verbal and presentation skills
- Ability to form positive teamworking relationships, including remotely.
- Good IT skills (Excel, Word etc.) and ability to use databases to meet agreed standards

Aptitude

- Demonstrable commitment to and the ability to uphold and promote Railway Children's core values.
- Ability to follow key organisational policies and procedures including Code of Conduct and Safeguarding policy.
- Ability to network and form positive relationships with a wide range of internal and external stakeholders.
- Solution-oriented and flexible with the ability to work proactively.
- Ability to form positive relationships with team members working in the area and remotely across the UK
- Ability to work regularly in and around Glasgow and the surrounding areas
- Willingness to take part in team events, participate in collecting case studies and to engage with the wider organisation
- The role will require the worker to travel to other UK locations as part of the wider UK work and occasional overnight stays.
- **This role does involve working some unsociable hours including evenings and weekends. This would include weekly patrols 2 or 3 nights a week until 7-9pm. Twice a month one of these patrols would include supporting a local youth outreach project between 5-10pm on a Friday or Saturday evening. Occasional engagement events at weekends which would be planned in advance.**



A GREAT PLACE TO WORK

THE BENEFITS

As well as helping some of the world's most vulnerable children and young people, there are some great perks if you're lucky enough to work for Railway Children.

Project visits

Where possible, we encourage our staff to visit our projects and experience the work we do. That could be here in the UK, in India or East Africa.

Time out

You will start with 25 days holiday per year to recharge the batteries. After three years this will increase by an extra day per year until you reach a very relaxing 30 days leave.

Pension

We offer a pension contribution of 6% of annual salary.

Birthday leave

One additional day of annual leave within the month of your birthday.

'Railway Children Day'

We might not be able to fund a Christmas party but because our Trustees value what we do, they grant an additional day per year where the office is closed, usually around Christmastime.

A culture we're proud of

Driven by our CEO, family values are at the heart of our culture and make Railway Children an incredible place to work. As well as a flexible working environment, it's one of the reasons why our staff retention is so impressive.



OUR PEOPLE PROMISE

All that we can achieve as an organisation is only possible because we have dedicated, skilled and courageous people. Their tenacity, passion and compassion create a culture that enables us to deliver incremental value beyond the resources we could ever have available to us. We know this, we witness it every day and therefore we strive to create an organisation that values them and their contribution.

As we set out to achieve life saving change for vulnerable children, we make our people a promise:



We will ensure diversity and inclusion, following transparent, fair and rigorous recruitment processes that attract and encourage applications from a diverse range of candidates.



We will support new people to fully settle into their new role and our organisation by providing a structured induction and integration programme.



We will work with our people to identify their career and development goals and facilitate opportunities for growth.



We will develop and implement a wide range of initiatives that ensure that our people are well-managed, supported, cared for and feel valued, listened to and included.



When people leave, we will listen and learn and seek leavers to be ambassadors for Railway Children.



STILL INTERESTED?

HOW TO APPLY...

To apply for this position, please complete the application form and return it to programmejobs@railwaychildren.org.uk. Please include job title applied for in email subject. Please note that Railway Children will only accept applications made using this application form and will not accept CVs, academic certificates or covering letters.

Closing date: Sunday 10th May at 5pm

1st interviews are scheduled to take place on Wednesday 20th May 2026

2nd interviews are scheduled to take place on Tuesday 2nd June 2026

At Railway Children, we are committed to the safeguarding and protection of all those who come into contact with us in our work.

We follow a range of procedures to ensure that only those who are suitable to work with children and vulnerable people are recruited to work for us. This post is subject to a range of background and reference checks including criminal records check.

Due to the number of applications often received, only those to be invited for interview will be informed of the outcome of their application.

Applicants who have not heard within two weeks of the closing date should assume they have been unsuccessful.

THANK YOU.