

## Job Description and Person Specification

**Post:** Family Support Worker – LGBTQ+ Children and Young People (Calderdale)

**Responsible to:** Operations Manager

**Responsible for:** Sessional Workers  
Volunteers

**Hours per week** 17.5 hours per week, working regular evenings and weekends

**Salary Scale:** £25,991 - 27290.55 (Pro-rata)

**Employee Benefits:** 6% pension contribution, life assurance at three-times salary rate, Health Fund Membership after a successful 6-month probation, 31 days annual leave, continuing professional development, remote and flexible working.

### Aims and Outcomes of the post:

The main aims and outcomes of the post are to ensure:

- The charity delivers quality information, advice, guidance and advocacy services which improve outcomes for LGBTQ+ young people in Calderdale
- LGBTQ+ young people in Calderdale have improved ability to cope and be resilient at critical moments in their lives
- LGBTQ+ young people have improved emotional well being
- LGBTQ+ young people who face additional access barriers are reached and given the opportunity to engage with the service, reducing their isolation and loneliness
- LGBTQ+ young people have emotionally healthy relationships with their family, friends and intimate partners
- Families are supported around the needs of the LGBTQ+ young people in their families

### Key Tasks

- Provide family support sessions mediating agreed outcomes
- Build a network of partnerships within Calderdale for children/adolescents/families
- Work directly with LGBTQ+ young people in a manner which reflects the principles, values and quality standards of the Brunswick Centre
- Undertake a needs assessment with young people to assess their needs and develop an action plan so these can be met
- Provide one-to-one support sessions for young people in response to any needs identified and offer emotional support, information, advice and guidance which enables the young person to take control of their life, building their ability to cope and be resilient
- Work with Family Support Worker in Kirklees to add volunteer capacity to the organisation
- Work collaboratively with the Operations Manager and the researcher/evaluator, ensuring the service and the LGBTQ+ young people it serves are included in the annual process
- Assess need and refer people to the counselling element of the service
- Empower LGBTQ+ young people to recognize and challenge other forms of prejudice and oppression so they become role models for others and future generations of LGBTQ+ young people
- Advocate for and with LGBTQ+ young people appropriately challenging systems and services
- Have a partnership and collaborative approach with key services and partner organisations including; Branching Out, YPASS, Horton Housing, Women's Centre, Northpoint Mental Health Services, Invictus, and Sexual Health Service amongst others
- Build quality assurance including monitoring and evaluation into all aspects of the service,

- ensuring LGBTQ+ young people are involved and have voice and influence in what we do.
- Create a body of evidence on LGBTQ+ experiences and need which informs the ongoing evaluation and improvement of the service for LGBTQ+ young people
- Ensure LGBTQ+ young people accessing the service are safeguarded
- As further needs are identified work with the Operations Manager in developing and facilitating new services and projects
- Opportunity to provide support to Huddersfield Youth Group one evening a week as extra hours.

## General

- Work across all of Calderdale and Kirklees, while role is Calderdale area lead, The Brunswick Centre works across Calderdale and Kirklees.
- Work with service users in a non-descriptive and non-judgmental way
- Work in a flexible way including regular evening and weekend working
- Attend and contribute to staff and other team meetings
- Undertake mandatory training necessary to the post
- Provide written and verbal reports as requested by the Board of Trustees, Funders and others as required
- Represent the charity at external events
- Promote the work and impact of the service and the charity as a whole in line with the charity's communication strategy
- Ensure confidentiality and data protection is maintained
- Abide by the policies and procedures of the charity
- Build and maintain professional relationships with other agencies and professionals
- Take responsibility for own time management and prioritisation of workload
- Participate in supervision, appraisal and training opportunities as required and appropriate
- Work in accordance with the vision, values and principles of the charity
- Challenge existing knowledge, current poor practice and be open to be challenged by others
- Develop productive working relationships within the staff team, the wider organisation and to act to minimize interpersonal conflict
- Maintain professional boundaries with service users
- Work across all of Calderdale
- Assist the service and organisation as needed covering any unexpected absences or surges in demand for provision or activity
- This list is not exhaustive and there may be other duties commensurate with the grade of the post

## Person Specification

|               |   |           |                             |
|---------------|---|-----------|-----------------------------|
| Qualification | JNC Level 3 Youth and Community Work qualification or equivalent (or due to complete 2024 - 2025) | Essential | Application form            |
| Experience    | Minimum 12-months experience of working with young people and/or families                         | Essential | Application from/ Interview |
|               | Supporting and coordinating volunteers  | Essential | Application form/Interview  |

|                      |  |           |                                  |
|----------------------|--|-----------|----------------------------------|
|                      | Minimum 12-months experience of working with LGBTQ+ young people and families  | Desirable | Application form                 |
|                      | Working in the voluntary sector  | Desirable | Application form                 |
| Skills and Abilities | Good inter-personal skills including good verbal, written and communication skills   | Essential | Application form/ Interview      |
|                      | Ability to engage and work with young people from difference racial and cultural backgrounds, sexual orientations, and gender identities | Essential | Application form/ Interview      |
|                      | Able to assess needs and involve young people in identifying appropriate self-action plans   | Essential | Application form/ Interview      |
|                      | Skilled and able to manage a caseload and time manage  | Essential | Application form/Interview       |
|                      | Skilled at running and mediating groups/group work   | Essential | Application form/ Group activity |
|                      | Ability to maintain service users records being mindful of confidentially and data protection  | Essential | Application form/ Interview      |
|                      | Ability to identify when young people need to be signposted and referred on to other services  | Essential | Application form/ Interview      |
|                      | Ability and skills to engage young people on an individual and collective level and those excluded and or further away from services     | Essential | Application form/ Interview      |
|                      | Skilled in using on-line platforms to engage people  | Essential | Application form/Interview       |
|                      | Be able to manage difficult situations and competing needs   | Essential | Application form/ Interview      |
|                      | Skilled in managing limited resources  | Desirable | Application from                 |
|                      | Skilled at using Motivational Interviewing techniques to support behavioural change  | Desirable | Application form                 |

|                        |  |           |                             |
|------------------------|--|-----------|-----------------------------|
| Knowledge              | Knowledge and understanding of the impact of Homophobia, Biphobia and transphobia on LGBTQ+ young people       | Essential | Application form/ Interview |
|                        | Knowledge and understanding of issues which may manifest in families when a young people comes out             | Essential | Application form/ Interview |
|                        | Knowledge, understanding and commitment to confidentiality and data protection                                 | Essential | Application form/ Interview |
|                        | Working knowledge and understanding of safeguarding  | Essential | Application form/ Interview |
|                        | Knowledge and understanding of the impact of health inequalities impacting on LGBTQ+ young people              | Essential | Application form/ Interview |
|                        | Knowledge of Motivational Interviewing techniques  | Desirable | Application form/Interview  |
| Personal Attributes    | A flexible approach to work and willingness to work in a changing and often hostile 'political' environment    | Essential | Application form/ Interview |
|                        | Commitment to working in a team and building excellent relationships with colleagues internally and externally | Essential | Application form/ Interview |
|                        | Willingness to undertake shared tasks as are necessary when working within a small team and charity            | Essential | Application form/ Interview |
|                        | Commitment to equal opportunities and anti-discriminatory practice   | Essential | Application form/ Interview |
|                        | Willingness to learn and be directed   | Essential | Application form/ Interview |
|                        | Willingness to undertake training both formal and informal   | Essential | Application form/ Interview |
| Personal Circumstances | Eligible to work in the UK   | Essential | Application form/ Interview |
|                        | Able and willing to work unsocial hours and outside of normal working hours as required by the post            | Essential | Application form/ Interview |

|  |   |           |                                |
|--|---|-----------|--------------------------------|
|  | Clean driving licence and access to a car | Desirable | Application form/<br>Interview |
|--|---|-----------|--------------------------------|