



## Job Description

### Community Engagement Worker – East Dunbartonshire

**Hours per week:** 13 Hours per week (5-10pm Friday and Saturday and 1 evening during the week – negotiable)

**Contract type:** Permanent, in line with funding

**Location:** East Dunbartonshire

**Reports to:** Team Manager

**Line Management Responsibility:** No

**Financial Accountability:** Low

### Job Summary

Detached youth work is a model of youth work delivery with workers going to where young people are; this can be in parks, ball courts, shopping centres or streets/neighbourhoods. This will involve partnership working with other service providers including community organisations, voluntary sector youth work providers, community wardens, and Police Scotland.

### Purpose & Context of Role

To provide detached youth work in priority locations within East Dunbartonshire

- To build positive relationships with children and young people, encourage positive behaviours and provide diversionary activities.
- Engaging children and young in a young person-centred, non-judgemental way, meeting young people where they are, building relationships and gaining trust.
- Provide information for young people on diversionary activities.
- Build a model of trusted relationships with young people to help engage them in positive activities, education, training, employment and support.
- Provide information and advice to children and young people around subjects such as substance use, mental health, loneliness, sexual health, relationships, exploitation, housing and economic wellbeing.
- Work in partnership across a range of services and organisations to help build a holistic neighbourhood assessment and plan using principles of contextual safeguarding.
- Respond to incidents and issues quickly and creatively to provide diversion and safety for young people.
- Signpost and refer to other appropriate services.



## Key Responsibilities

The key responsibilities of the Community Engagement Worker include, but are not limited to:

### Service Delivery

- As one of a team of 2 community engagement workers, you will jointly deliver at least one outreach session per week, with each session lasting between 3 to 5 hours.
- Introduce yourself and Includem's services to young people with the aim of engaging them in discussion, building relationships and sustaining engagement.
- Engage and build respectful, honest, challenging and supportive relationships with young people including those who may previously have had little contact with services and may be hard to reach.
- Promote and safeguard the welfare of young people in all contexts, with awareness of the risks that may be faced in respect of physical health & emotional well-being, educational attainment, sexual development, crime & gang activity, and personal finance.
- Acquire local knowledge and develop a meaningful dialogue with young people with the purpose of assessing their individual or collective needs in order to provide early help interventions to meet them.
- Provide effective pathways and access to appropriate services and provision so that young people receive the help they need at the earliest opportunity.
- Establish routes and set times that young people can become familiar with.
- Form working relationships with partner agencies and stakeholder groups that have contact with young people and also businesses where young people may congregate.
- Build relationships with night-time economy contacts and stakeholders to develop a presence in places where drug use may feature.
- Contribute to East Dumbarton's wider contextual safeguarding approach.
- Keep up to date with national and local knowledge, issues and external developments that may impact on the street work programme.
- Ensure that includem's statutory and legal obligations are met.
- Record and detail key data including the number of young people engaged with and the issues covered in discussions.
- Identify and record new potential support needs in partnership with the young people who you are engaging with.
- Work in partnership with existing community resources, organisations with a view to support positive change.
- Assess and respond appropriately to situations where young people may be at risk of harm. This may involve escalation and referral to more appropriate services.



## People

- Understand the impact of mental wellbeing and engagement from the young person and families, so that a range of support can be offered.
- Understand the individuals wellbeing needs, identify any barriers and provide appropriate support.
- Demonstrate professional resilience when providing support with sensitive or challenging issues.
- Understand and manage emotions, recognise and challenge behaviours
- Celebrate strengths, aims and engender hope maximizing health and wellbeing outcomes.
- Establish mutually trusting, open and non-judgemental relationship with young people.
- Develop strong partnerships with the wider stakeholders to support the delivery of Includem services.

## Influence

- Help young people share what it is they need to better support their own health and wellbeing.
- Promote shared learning and contribute to continuous service, design and development.
- Role model appropriate responses and convey a positive attitude towards day to day activities.
- Establish and maintain high quality relationships with referrers and partner agencies to ensure the right young people get the right help at the right time and that their progress is recognised.
- Identification of service gaps in the area and using strategies to influence community planning.
- Promote the street youth work programme within East Dumbarton to ensure the service is used to its full potential.
- Understand your impact on people and how they might see you.

## Resources

- Record any required information that will evidence progress on street youth work outcomes and ongoing evaluation process.
- Maintain and produce accurate and timely records and reports.
- Ensure support is delivered in line with Includem's Policies Procedures, SSSC Codes of Practice & National Guidelines.

## Quality Assurance

- To be accountable for the quality of your work and responsible for any work delegated to others within the Includem support, and be able to evidence this work effectively.
- To actively participate in formal supervision and continuous professional development.
- To have an overview of the work delegated to other Includem workers involved in delivering individualised support to your young people.
- To generate creative and new solutions to issues faced by young people and families.



Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
<b>Technical Skills, Knowledge, and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of effectively engaging vulnerable young people and families who are likely to have faced challenging life circumstances and supporting them to achieve positive change.</li> <li>• Ability to recognise situations in which people are in crisis or at risk and able to use support to determine appropriate interventions.</li> <li>• Ability to respond flexibly to changing situations led by the needs of young people and families.</li> <li>• Ability to provide emotional, practical, and social support to young people and families.</li> <li>• Ability to routinely evidence practice, including contributing to formal reports.</li> <li>• Reliability and commitment to deliver the relationship-based model of intervention.</li> <li>• Ability to demonstrate, understand apply our organisational values which are clearly aligned to the SSSC Codes of Practice. These are embedded in all roles and applicants must evidence their attitudes/behaviours as part of the application process:               <ul style="list-style-type: none"> <li>• Respect</li> <li>• Collaboration</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Experience of youthwork and/or street work</li> <li>• Experience of promoting the participation of young people in the shaping of the services they are receiving</li> </ul>	<p>Application process</p> <p>Group stage interview</p> <p>Individual interview</p>



	<ul style="list-style-type: none"> <li>• Participation and Dignity</li> <li>• Empowerment</li> </ul>		
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>• Willing to work towards SCQF Level 3/appropriate professional qualifications for SSSC registration.</li> </ul>	<ul style="list-style-type: none"> <li>• Willing to work towards SCQF Level 3/appropriate professional qualifications for SSSC registration.</li> </ul>	Application process Group stage interview Individual interview
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to drive and have access to your own car for work purposes.</li> <li>• Excellent organisational and planning skills.</li> <li>• Effective team player who is also confident working independently</li> <li>• Self-motivated and flexible</li> <li>• Excellent communication skills, both written and verbal</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>	Application process Group stage interview Individual interview

**Acknowledgement:**

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
Line Manager Name		Line Manager Signature		Date	