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Until 2022



2 September 2021

Dear Applicant

Thank you for your interest in the post of LGBTQ+ Group Support Worker

In this pack you will find:

- Job Description
- Person Specification

On our website you will find:

- Application Form
- Guidance Notes for Applicants
- Monitoring Form
- Our Equal Opportunities Policy Statement

Please note that CVs **will not be considered** as part of your application, we will be short-listing from fully filled out application forms only.

Your completed application form together with your completed monitoring form should be sent to arrive **no later than 9:00am on Friday 10th September 2021**, by email to recruitment@metrocharity.org.uk. Please include your full name in the message subject line. Your email including attachments must not exceed 5MB in size. We cannot accept applications by post at this time.

Interviews, likely held over Zoom, will take place in the **week beginning 27th September 2021**. For further information regarding this post please contact **David Hopkinson** by email david.hopkinson@metrocharity.org.uk.

We look forward to hearing from you.

Best wishes

Dr Greg Ussher, CEO

METRO Woolwich
1st Floor Equitable House
7 General Gordon
Square
London
SE18 6FH

METRO Vauxhall
N206 Vox Studios
1-45 Durham Street
London
SE11 5JH

METRO Essex
Suite 1 Perception House
50B Duke Street
Chelmsford
CM1 1JA

METRO Gillingham
Long Catlis Road
Parkwood, Rainham
Gillingham
Kent
ME8 9PR

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Surrey
Flat 1-3
The Old Bakery
South Road
Reigate, Surrey
RH2 7LB

Job description

Key details

Job title	LGBTQ+ Group Support Worker (Croydon and Southwark)
Employment status	Part-time
Duration	Contract until 31 st March 2022
Salary/Wage	£22,000 pa pro rata
Hours	10.5 hours a week in the evenings between 3:30 and 8:30 pm predominantly Tuesday and Wednesday evenings but with flexibility.
Line manager	Croydon and South LGBTQ+ Lead
Coordinated by	Youth Manager
Employer	METRO Charity (The Metro Centre Ltd)
Location	The role is based out of our Croydon and Southwark youth groups but will involve some flexible travel to other locations

Job outline

This Role is to support the delivery of METRO's youth groups for lesbian, gay, bisexual, transgender and questioning (LGBTQ) young people. The successful applicant will work with the Youth Group Leads to deliver sessions and complete a range of administrative and support tasks associate with the groups.

Main tasks

1. Support the work of delivering Croydon and Southwark youth groups for lesbian, gay, bisexual, transgender and questioning (LGBTQ+) 13 to 25-year-old young people.
2. Ensure premises and resources are ready for each session, ensuring the safety of workers and young people in line with risk assessments.
3. Support operational guidelines for all group work and help keep accurate data records of each session and stored appropriately in the CMS (including confidential information of young people).
4. Support the delivery of an activity programme across themes including: sexual and reproductive health, drugs and alcohol awareness, mental health and wellbeing, hate

crime and bullying, support with employment, study and training and healthy living. This planning must involve the participation of young people.

5. Support the evaluation of youth group activity, including collecting and recording the required data of the participants.
6. Support METRO initiatives and events where applicable (cross-group events, Pride, World AIDS Day, Needs Assessment, etc.) and to support service development for METRO Youth.
7. Experienced support staff may be given the opportunity to lead a group on occasion as part of their professional development.

Other duties

1. Adhere to METRO policies and procedures at all times.
2. In line with METRO's policy on Information Governance (IG), confidentiality and data handling you will be expected to undertake, pass and maintain the required IG modules as indicated by your line manager.
3. Ensure sensitive and confidential recording and handling of information in accordance with the Data Protection Act, GDPR regulations and METRO's Information Governance Policies.
4. In line with METRO's policy on Safeguarding, you will be expected to undertake, pass and maintain the required Safeguarding Training Modules as indicated by your line manager.
5. Attend regular supervision and undertake appropriate training as agreed. Maintain and update knowledge, skills and undertake continuing education in accordance with personal and service needs within a framework of a personal development plan.
6. Undertake any other appropriate duties as requested by the Manager. If these duties are extensive and of a higher job description scale, the terms and conditions of the post may be varied in negotiation with your line manager.

Person specification

Knowledge & Experience	Skills & Abilities	Essential /Desirable	Application /Interview
Positive LGBTQ+ identity (Employment equality sexual orientation regulations 2003)		Essential	Application
At least 1 year of experience of working with either LGBTQ people or young people in a paid or voluntary capacity.		Essential	Application and interview
Recognised youth work or other relevant qualification completed or in progress		Desirable	Application and interview
Thorough understanding of the issues facing LGBTQ youth and of equalities issues as they may affect young LGBTQ people		Essential	Application and interview
Experience in working with young people and the ability to co-facilitate engaging activities to address issues faced by young LGBTQ people, ensuring their active participation		Essential	Application and interview
	Ability to communicate clearly with young LGBTQ people and offer informal support in a sensitive and non-judgmental manner that respects diversity	Essential	Application and Interview
Ability to work as part of a team		Essential	Application
	Able to demonstrate a clear understanding of the importance of child protection and confidentiality as it relates to this post and the overall work of METRO	Essential	Application and Interview
An understanding of youth work practice, including monitoring and evaluation, recorded and accredited outcomes, safeguarding etc	Ability to translate good youth work principles into practice.	Desirable	Application and Interview
	Ability to communicate with and engage young people from diverse backgrounds	Essential	Application and Interview
An understanding of youth participation and developing strong working relationships with young people		Essential	Application and Interview