



## Volunteer Shift Support Worker

### Role description and person specification

**Volunteer Role:** Shift Support Worker

**Responsible to:** Shift Support Supervisor

**Hours:** 3 hours per week

**Location:** the lowdown – 3 Kingswell Street, Northampton NN1 1PP

### Introduction to the organisation:

The lowdown offers free and confidential support counselling, sexual health, information, and LGBTQ social support services in Northampton town centre. Established in 1989 the lowdown works to prevent and relieve the distress of children and young people aged 12-25 caused by mental or physical ill health or socio-economic circumstances regardless of ethnicity, gender, religion, ability, sexuality, economic condition or perceived disadvantage. Our Counselling support is person centred and they can talk to us about any issue including depression, self-harm, anger, bereavement or stress & Anxiety. In our Sexual health service, we offer free pregnancy testing and chlamydia tests, condoms, and we have a nurse available on certain days offering ongoing and emergency contraception. In 2012 we set up our LGBTQ support services geared towards young people who identify as Lesbian, Gay, Bisexual or Transgender, or have questions about their gender or sexuality. These services include a weekly support and social group and helpline for young people aged 13-18 years –the Out There group-, a group for young people aged 18-25 years –Out There Plus- and one for parents/carers of young LGBTQ people. Our services are young person friendly and available 6 days per week.

### Purpose of the role:

To support our Shift Support Supervisor and counselling workers by providing immediate face to face support to young people accessing the lowdown for counselling and sexual health support.

### Key Responsibilities:

- Reception duties including; welcoming young people to the lowdown, showing them to their counselling room/appointment and signposting to other agencies.
- Answering the office telephone
- Making appointments for counselling and nurse appointments
- Wrapping and giving out condoms
- Performing Chlamydia Screens and Pregnancy Tests
- Information giving
- Opportunity to get involved with fundraising events
- Providing Introduction sessions directly to young people and their parents, guardians, friend etc.

### Training:

Training will be provided on all aspects. We also provide free training on other agencies, issues – such as Self-harm, sexual health and other issues relevant to young people.

### Person Specification:

All applicants are subject to an enhanced DBS disclosure.

*To be a Shift Support Worker for the lowdown you need to be 18 years aged or over.*

### **ESSENTIAL**

- Good interpersonal skills and communication with all type of audiences
- Clear verbal communication
- Able to maintain confidentiality
- Communication skills
- Team working
- Fast learning
- Confidence
- Good listening skills

### **DESIRABLE**

- Experience of working with young people

**The 3 hours will need to be times below: (subject to availability)**

Monday 12-3pm or 4-7pm

Tuesday 4-7pm

Wednesday 12-3pm or 4-7pm

Thursday 4-7pm

Friday 4-7pm

Saturday 9am – 12pm, 12-3pm or 3-6pm

**If you are interested in this role, please contact our admin team at [admin@thelowdown.info](mailto:admin@thelowdown.info) for an application form or call 01604 634385 for more information.**

## Schedule of work

- **Training session times**

The times for the session(s) are: (input the times here)

- **Description of the training session:**

The session (insert title here) is for volunteers/staff/LGBTQ Out There group members (delete as necessary)

- **Venue**

The session will take place at:

The Lowdown, 3 Kingswell Street, off Gold Street, Northampton, NN1 1PP

(if using another venue please insert address here)

- **Logistical requirements for the training session**

Please tick as needed

A laptop, projector and a screen for projecting onto.

Flipchart, paper and markers.

Tables for participants to work in groups

Sound facilities for video

Cards and markers for participants

Other (please specify)

- **Numbers of participants**

The training sessions is designed for (insert number) participants.

- **Evaluation of the training**

The agreed evaluation form will be delivered at the end of the session.

- **Delegate Information (tick as necessary)**

The training session is aimed at professionals working with children and young people/ LGBTQ young people/ trans young people (delete as required) as volunteers/staff of our services.

The training session is aimed at LGBTQ young people/ trans young people (delete as required) as clients of our services.

The training session is aimed at parents and carers of LGBTQ young people/ trans young people (delete as required) as clients of our services.

- **Accessibility**

-(insert number) of the trainees has the following access needs (large print, mobility limitations, hearing needs, other)

-The trainer has the following access requirements (please list)

- **Contact(s) for the Day**

The main contact at the lowdown for the day will be: (please insert name and contact details here).

- **Invoicing**

The agreed total fee for the session(s) is £ (insert figure here) plus travel expenses (if applicable) to be invoiced after the successful delivery of the session.

The lowdown requires providers to submit an invoice. Please send it to [admin@thelowdown.info](mailto:admin@thelowdown.info)