



## Digital Development Officer: Young People Leading Digital Change 3-year funded project

**Crew 2000 (Scotland)**  
32-32A Cockburn St  
Edinburgh EH1 1PB

### TASK DESCRIPTION

**Responsible to:** Drop-In Services Co-ordinator  
**Starting Salary:** £28,126 for 35 hours weekly  
**Working Hours:** 35 hours over Mon-Friday as arranged, including fortnightly Saturdays 1-5pm. Some evening work will also be required.

Crew is a multi award-winning national charity, based in Edinburgh, at the forefront of tackling new and emerging trends in substance use. Crew seeks to reduce harm from drug use and improve public health without judgement with the input of people using drugs and drug services, working with a wide range of local, national, and international partners.

### ROLE PURPOSE

You will develop, improve, and evaluate a new service offering low-threshold drug and sexual health information, advice and support in a Digital Drop-in environment, working collaboratively with the Drop-in and wider Crew team. You will facilitate opportunities for peer education for young people aged 12-25, working with Crew's volunteer peer educators, as well as responding to enquiries from the public.

### MAIN DUTIES AND RESPONSIBILITIES

- Developing the Crew Digital Drop-in service
- Developing online marketing and advertising content for the Digital Drop-in, involving young people
- Provision of online brief intervention and 1-2-1 support work with young people around drug taking and sexual health and develop volunteers' skills in this area
- Assist in measuring the impact of the Digital Drop-in service for young people by developing and implementing data collection, analysis and reporting methods
- Assist in the continuing development of a needs-led Drop-in service
- Provide C: Card services, pregnancy testing and blood-borne virus (BBV) testing
- Responsibility for cleanliness of shop and environment
- Assist in maintaining Drop-in volunteer shift rota with the Drop-in Project Worker
- Provision of regular one to one support and supervision of volunteers
- Work with the Volunteer Development Worker to develop and implement new volunteer opportunities
- Assist the Volunteer Development Worker to service forums, sub committees and other meetings with the volunteer team



- Assist with the advance planning and publicity of volunteer social events
- Help to deliver induction and CPD training for volunteers alongside the Drop-in and wider Crew teams
- Maintain contact and communication with the Crew staff team as appropriate, contributing to fortnightly whole team meetings and regular Drop-in team project/planning meetings
- Attend regular support and supervision meetings with line manager
- Support the work of Crew in covering any reasonable request. Any request that becomes a regular activity will be added to your task description in negotiation with you.

**PERSON SPECIFICATION**

Essential	Desirable
Aptitude/Abilities/Skills	
<p>Ability to work as part of a team</p> <p>Ability to self-manage to high level and balance a variety of competing priorities</p> <p>Ability to take a pro-active role in the development of the service and to capitalise on new opportunities</p> <p>Ability to respond positively to constructive feedback, improving practice as a result</p> <p>Ability to build positive relationships with and motivate volunteers</p> <p>Ability to work collaboratively with other organisations</p> <p>Excellent time management skills and highly organised</p> <p>Excellent verbal and written communication skills</p> <p>ICT applications particularly Word and Outlook</p> <p>Social media content and campaign skills</p> <p>Ability to work well under pressure and deal positively with change</p>	<p>Track record of successful social media marketing and engagement</p> <p>Skills in evaluation applications, e.g., Salesforce, Survey Monkey</p>



Monitoring and evaluation skills	
Previous Experience	
<p>Working to improve the health and wellbeing of young people</p> <p>Providing one to one support to young people e.g., brief intervention work</p> <p>Track record of delivering online or phone support to young people</p> <p>Track record of developing effective digital engagement with young people</p> <p>Working with volunteers</p> <p>Working experience of peer support/education initiatives</p> <p>Working with drugs and/or sexual health issues</p>	<p>Working in a drop-in environment</p> <p>Delivering online or phone support to young people</p> <p>Providing volunteer support and supervision</p> <p>Petty Cash handling</p> <p>Participation in Digital Youth Work or Telehealth networks</p>
Education Knowledge	
<p>Youth Work, mental health, counselling/psychological support qualification or equivalent OR at least 1 years' experience of working in a young people's drop-in setting delivering one to one support.</p> <p>Understanding of digital youth work safeguarding measures and responsibilities</p> <p>Understanding of youth work safeguarding measures and responsibilities</p>	<p>Training in sexual health or psycho-stimulant drug use issues</p> <p>Recent adult and child protection training</p> <p>NHS Lothian C: Card training</p> <p>Blood Borne Virus (BBV) dry blood spot testing training</p> <p>Pregnancy testing training</p> <p>First Aid at Work qualification or equivalent</p>



	<p>Motivational interviewing training</p> <p>Brief interventions training</p> <p>Mental Health First Aid Training</p>
<p>Attitudes Personality</p>	
<p>Commitment to Crew's ethos and understanding of the need to work <b>with</b> people to effect positive changes</p> <p>Commitment to organisational values: <b>Accepting:</b> "non-judgemental, unconditional positive regard"  <b>Genuine:</b> "being genuine and real with each other"  <b>Empathic:</b> "walking in someone else's shoes as if they were your own"  <b>Justice-focussed:</b> "acting to change the balance of power towards justice, equality and human dignity"  <b>Accountable:</b> "we trust in our courage to own mistakes and learn from them; we are realistic about what we commit to do, and we do it"</p> <p>Adaptability and flexibility</p>	
<p>Other</p>	
<p>Ability to work flexible hours 5 days weekly including 13.00 – 17.00 Mondays-Fridays, fortnightly Saturdays 13.00 – 17.00 and 15.00 – 19.00 Thursdays</p> <p>Ability to balance competing priorities and meet deadlines</p> <p>Ability to work under pressure in an extremely busy environment</p>	