



Job Pack

Upstream City Coordinator

About Aberdeen Foyer

Aberdeen Foyer is on a mission to end youth homelessness and prevent and alleviate the impact of poverty on young people and adults across northeast Scotland.

our vision is for people to thrive, feel connected and included in their community, where everyone has a safe, decent place to call home and access to resources to live a good life.

We achieve this through supporting people to discover their potential, overcome challenges, and build their own positive future. We provide a variety of integrated programmes and services which combine to provide wraparound support for young people and adults around 6 key areas:

- **Youth Housing**
- **Foyer Futures**
- **Learning**
- **Employability**
- **Fitmind and Wellbeing**
- **Community**

We believe there is no limit to what people can achieve in their lives.

Our Values

Our Values state what is important to us and serve as our guiding principles. It takes courage to reach out for support. Our values help us identify how we should serve our community. We take pride in and seek to practice and uphold our values every day:

Seeing the Person – *together we seek to understand people's strengths and stories*

Curiosity – *we explore and inspire learning and connections with people to achieve a good life*

Trust – *we engage in compassionate, honest relationships*

Commitment – *we make things happen and never give up*

About Upstream

Upstream is an exciting new approach that offers a way of young people identifying what risks they are facing at an earlier stage potentially before crisis point. It supports the possibility of prevention in improving outcomes with young people – the “whisper before the conversation” (Talog, Llamau).

Upstream starts with universal screening followed by the offer of wraparound support that has been shown to improve school engagement, attainment levels and reduce youth and family homelessness. See here for a quick [video explainer](#) of Upstream.

This approach demands a whole system response and will involve individual 1 to 1 support plus access to existing community resources and support services to respond collectively to the needs of young people before crisis point and generates true youth led early intervention.

Thoughts from Young People

Young people have expressed concerns around support not being offered to everyone and that many young people's struggles go unnoticed. Upstream gives every young person the opportunity to ask for help.

"If everybody was offered the same support and help to the extent each of them need it, then nobody would struggle"

"I didn't want to talk bad about my mum and I thought that I wasn't really homeless like other people were because I chose to leave my mum's house. It wasn't like she told me to leave and never come back. I still went to school during all that. The school didn't have a clue what was going on and I wanted to keep it that way."

About the Role

This is an exciting opportunity to help shape an innovative way of working with young people, schools and communities that can improve short- and longer-term outcomes with young people in the driving seat. We have been developing the approach in different settings over the past few years and this next phase builds on learning. Other youth homeless organisations around the UK are also using the Upstream approach, progressing the learning from Upstream Wales and Upstream Australia.

The role is pivotal to the successful delivery of Upstream Aberdeen, being the point of contact within the school for young people, school staff and other partners working with each young person. Critical to the role is the ability to build trusting relationships with young people, staff, parents and wider community partners in support of delivering best outcomes for young people.

As this is a new way of working, an openness to learning and a solutions focused mindset will be essential. The role calls for a mixture of direct support and coordination/access to other resources with young people.

Key Relationships

Young people – you will have a caseload, working with young people, delivering predominantly individual and possibly group work drawing on our Foyer Futures way of working.

School Guidance staff – working with the guidance team, you will help coordinate appropriate support for young people identified via the survey. Tracking young people's progress with the variety of tools available, you will report back to guidance staff about the progress of each young person supported.

Parents/Carers – you will arrange phone calls and conversations to help understand the holistic picture for young people identified as needing support, gain consent and signpost to other services where needed.

Community partners – you will connect with organisations and services that can support young people and their families with a range of needs, updating your local knowledge and awareness of opportunities and support available, drawing on knowledge across Foyer teams too.

Aberdeen Foyer – you will collaborate closely with all Foyer teams in support of young people at risk e.g. homelessness, and with reflection and learning about this new way of working. Finding pathways of support through our in-house services will also be important, so an understanding of each of our service areas is essential to this role. You will be line managed and supported by the Service Manager for Foyer Futures and draw on the support and knowledge of the regional Upstream Team.

Working@#TeamFoyer

With around 100 employees and 45 volunteers, our people are our greatest assets. That's why we do everything we can to create a supportive and positive working environment that everyone feels part of and wants to nurture.

We understand the importance of work-life balance and being flexible. Blended working is the norm for many of our staff (as roles allow), with flexible working policies to allow you to work in the way that best suits you. In our latest employee engagement survey 98% of staff valued our flexibility.

Staff Wellbeing is a priority for us and our Staff Consultative Committee play a key role in supporting the promotion of wellbeing and the continual improvement of what we offer.

Incentives

We offer 20 days annual leave plus 12 public holidays rising to a cumulative 37 days with continued service and a contributory company pension. We consider flexible working for most roles, which means many of our employees enjoy the freedom of choosing a working pattern that suits them as much as it suits the Foyer.

We value our employees' wellbeing and offer a Cycle to Work scheme, a monthly Wellbeing Hour, eye care vouchers and a confidential Employee Assistance Programme (including access to free counselling) which is open to employees and their friends and family.

We are very proud to be both a Living Wage and a Disability Confident accredited employer.

We value curiosity and all posts have access to training and learning opportunities. Where appropriate mentoring and coaching may also be available.

Application and Recruitment Process

#TeamFoyer provides a safe space for our employees, where everyone can be themselves and feel comfortable bringing their whole self to work.

The Foyer embraces and celebrates diversity and equal opportunity for all. We want to find the best people for the job, ensuring inclusion, diversity and difference is always at the very heart of what we do. We recognise the value a diverse workforce brings to the way we work and the difference we make to the people we support. We are committed to promoting the human rights and dignity of each human being, including equality of opportunity inclusive of sexual orientation, gender or transgender identity, race, colour, age, national origin, disability, religion or belief and socio-economic status, protected veteran status, or other characteristics in accordance with the relevant governing laws and because we want to.

For those who are suitably qualified, and care experienced, we offer guaranteed interviews.

This role may be subject to holding appropriate PVG Registration and will require a disclosure check which we will arrange with you if successful.

Application Closing Date:	Friday 5th June 2026	Please apply to recruitment@aberdeenfoyer.com with your CV and Cover Letter attached.
Interview Dates:	Week commencing Monday 15th June 2026	Interviews will take place at our Marywell Centre, Marywell Street, Aberdeen AB11 6JF.

For more information and/or to discuss the role in more detail, please contact **Beth Finnigan** by emailing her at bethfinnigan@aberdeenfoyer.com

We look forward to receiving your application!