**BRIGHTON & HOVE LGBT SWITCHBOARD**

**JOB DESCRIPTION & PERSON SPECIFICATION**

**LGBTQ ENGAGEMENT WORKER\***

**ROLE PURPOSE**

The main aim of the LGBT Health and Inclusion Project (LGBT HIP) is to engage and consult with lesbians, gay men, bisexual and trans (LGBT) people who live, work, study or socialise in Brighton and Hove on their healthcare and Council service needs, and other city-wide issues, in order to influence future provisions. The project aims to be the bridge between the local LGBT communities and the Council, NHS and other services. The post’s primary role is to help identify and address inequalities with LGBT people.

In developing its work plan, LGBTHIP responds to requests from its funders Brighton & Hove City Council (BHCC) and the Clinical Commissioning Group (CCG), as well as identifying priorities that are of importance to LGBT people through ‘bottom up’ approach.

This is a varied and interesting role which offers the opportunity to influence service provision for LGBT people. We are looking for a confident and dynamic individual with experience and skill in both community development and consultation/research. The post- holder will develop and implement the work plan in association with the CEO, funders and partners; undertaking community engagement, consultation and research activities.

This post is jointly funded by Brighton & Hove City Council (BHCC) and Brighton & Hove Clinical Commissioning Group (CCG). .

This is a part time post for 21 hours per week (over three days) until 31st August 2017 in the first instance and then subject to review depending on future funding from the CCG and a potential extension until 31st March 2018 and beyond. The post holder will be required to work flexibly, including some work outside office hours, as events sometimes take place in the evenings and at weekends. Time will be given off in lieu for such hours worked.

\*This role requires that the worker openly identifies as LGBTQ

**KEY DUTIES**

1. To engage local LGBT people in the work of the project by building the LGBT HIP membership via a range of engagement methods including online, face to face by organising and attending community events, through local media, and by linking with local LGBT community groups, other community organisations, and community development workers - particularly aiming to engage isolated and vulnerable LGBT people.
2. To design and carry out research on the experiences, needs and views of local LGBTcommunities – including those of specific LGBT groups – via surveys (online and offline), interviews and focus groups - in order to inform health and local council service developments.
3. To undertake desk-based research into LGBT health, social care and other needs, including reviews of relevant literature, policy, legislation etc to inform service development and delivery.
4. To produce reports and briefing papers based on research findings, and to deliver presentations, to inform service developments for the CCG and BHCC and to feedback to LGBT communities.
5. To attend meetings and events when appropriate organised by the CCG, BHCC and other local agencies in order to receive and share information.
6. To attend meetings and otherwise participate in BHCC’s Trans Scrutiny process, assisting with the needs assessment process and advising on the implementation of recommendations where appropriate.
7. To collect and collate monitoring data in all activities, including diversity monitoring, and to develop and maintain monitoring systems and processes to evidence project outcomes, in line with funders’ requirements.
8. To work in a way that ensures the involvement of a diverse range of LGBT people

and to take account of issues of intersectionality.

1. To develop the LGBTHIP work-plan in collaboration with Switchboard’s CEO and commissioners, and to ensure performance against agreed objectives and targets.
2. To provide monthly reports on project activities for the CEO and provide reports to funders as needed.
3. To attend supervision sessions and contribute to team meetings.
4. To recruit, manage and work with volunteers in delivering project activities.
5. To undertake all work in line with relevant legislation and Brighton & Hove LGBT and in line with the organisations policies and procedures.
6. To undertake any other duties that might reasonably be requested and are appropriate to the role.

**PERSON SPECIFICATION**

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| **EXPERIENCE** | |  |
| 1 | Experience of planning and delivering community engagement activities, and/or  extensive community development experience. | **E** |
| 2 | Experience of designing and delivering social research and/or community consultations | **E** |
| 3 | Experience of writing reports for a variety of audiences / stakeholders | **E** |
| 4 | Experience of facilitating small groups e.g. community consultation or focus groups | **E** |
| 5 | Experience of recruiting, managing and working with volunteers | **D** |
| 6. | Experience of working for a community organisation | **D** |
| **KNOWLEDGE** | | |
| 1 | A sophisticated understanding of the health, wellbeing and social issues affecting  lesbian, gay, bisexual and transgender people and communities, including understanding of intersectionality and the specific issues faced by different LGBT people and groups - including BME and disabled LGBT people. | **E** |
| 2 | Understanding of social research methodology and ethics | **E** |
| 3 | Understanding of service provision and planning within the NHS and/or the local  council and how it affects LGB & T people | **D** |
| 4 | Knowledge of the LGBT community in Brighton & Hove, including LGBT community  groups and organisations | **D** |
| 5 | Knowledge of the community and voluntary sector in Brighton & Hove | **D** |
| 6 | Understanding of equality legislation, policy and guidance; and safeguarding policies  and processes | **D** |
| **SKILLS AND ABILITIES** | |  |
| 1 | Proven project management skills, including ability to manage a complex work  programme and to plan and carry through tasks to deadline | **E** |
| 2 | Excellent communication and networking skills, diplomacy, and the ability to develop  and maintain positive relationships with a wide range of people and organisations | **E** |
| 3 | Confidence and ability to lead on work strands, coordinating other partners | **E** |
| 4 | A proven commitment to promoting equality and diversity | **E** |
| 5 | Ability and willingness to work flexibly, including some evenings and weekends | **E** |
| 6 | Excellent verbal and written communication skills, including presentation skills | **E** |
| 7 | Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework | **E** |
| 8 | Ability to use social media and other online tools e.g. Mailchimp, Surveymonkey to  facilitate consultation or market research and to communicate with a range of stakeholders | **E** |
| 9 | Line management and supervisory skills | **D** |
| 10 | Ability to contribute to funding bids for the continuation or expansion of the project | **D** |

The successful candidate will be subject to an enhanced DBS check.