Dear Applicant,

Thank you for your interest in the position of **LGBTQ Engagement Worker** at Switchboard in Brighton and Hove.

This year we’re celebrating our 45th birthday, and this landmark makes Switchboard the longest-running LGBT organisation in Brighton and Hove. This an important and exciting time to be joining the charity. Despite the challenges of 2020, Switchboard is in a solid position and we are looking forward to welcoming new colleagues to our team. Our vital work has never been more needed.

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations. Switchboard’s dedicated staff team run a number of services that offer information and support, befriending and social prescribing for LGBTQ communities.

We are now looking to recruit an LGBTQ Engagement Worker for our Health Inclusion Project. This is one of Switchboard’s longest running projects, with a strong history of delivering impactful consultation, research, and recommendations for services around the needs of local LGBTQ people.

If you are interested in applying, please read the application pack and return an application form to us by **5pm on 30th November 2020.**

For your information, interviews for this post will be held on Tuesday 15th December 2020.

If you would like to speak to further about this role, please contact me at Jacob.bayliss@switchboard.org.uk

With best wishes,  
  
**Jacob Bayliss** (he/him)  
Chief Executive Officer

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**Job Description**

**Title:** LGBTQ Engagement Officer

**Reports to:** Chief Executive Officer

**Remuneration:** Starting salary £24,300.12 (pro rata)  
 £18,389.28 actual

**Hours:**  28 hours – flexible.

**Based:**  Currently home-based with office access in line with Covid-19  
 restrictions. Post holder will be able to work from Switchboard offices in community  
 base and/or Clare Project office in Dorset Gardens Methodist Church.

**Terms:**  Flexible 28 hours per week, with occasional evening and weekend work.

This post is funded by one 6 month contract and another 2+ year contract.  
 Therefore the initial contract is for 6 months with a view to extending for a  
 further 18 months at least.   
 This post is held in partnership between Switchboard and The Clare Project, with  
 Switchboard holding line management responsibilities.

Annual leave entitlement is based at 25 days for a full-time equivalent leave entitlement,  
 plus additional Christmas closure days and paid bank holidays.  
 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.

Deadline for applications is **5pm on Monday 30th November 2020**

Interviews will be held via Zoom with a small panel from the Claire Project and Switchboard.

For more information or an informal conversation about the role or application process, contact Jacob Bayliss at [Jacob.Bayliss@Switchboard.org.uk](mailto:Jacob.Bayliss@Switchboard.org.uk)

**ROLE PURPOSE**

The main aim of the LGBT Health and Inclusion Project (LGBT HIP) is to engage and consult with lesbian, gay, bisexual, trans and non binary, and queer (LGBTQ) 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 LGBTQ communities and the Council, NHS and other services. The post-holder will work closely with The Clare Project with the main aim of identifying and addressing inequalities and barriers experienced by LGBTQ people.

In developing its work plan, LGBT HIP 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 LGBTQ people through a community-led approach. Depending on the agreed work plan, projects may be focused on particular intersections of the LGBTQ community such as people with disabilities, trans and non-binary people, or LGBTQ people of colour.

This is a varied and interesting role which offers the opportunity to influence service provision for LGBTQ communities. 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 discussion with the CEO, funders and partners; stakeholders and communities.

This post is jointly funded by BHCC through their 2020-23 Third Sector Commission, and Brighton & Hove CCG through their Inclusion Engagement Grants.

Please note most duties are currently carried out online and in line with COVID guidelines. This will be subject to change throughout the contract in agreement with the post holder.

**MAIN DUTIES**

* To engage local LGBTQ 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, vulnerable, or multiply marginalised LGBTQ people.
* To design and carry out consultations around the experiences, needs and views of local LGBTQ communities – including those of specific LGBTQ groups – via surveys (online and offline), interviews and focus groups - in order to inform health and local council service developments.
* To undertake desk-based research into LGBTQ health, social care and other needs, including reviews of relevant literature, policy, legislation etc. to inform service development and delivery.
* 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 LGBTQ communities.
* To attend meetings and events when appropriate organised by the CCG, BHCC and other local agencies in order to receive and share information.
* To attend meetings and otherwise participate in BHCC’s Third Sector Commission partnership and process, and advising on the implementation of report recommendations where appropriate.
* 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.
* To work in close partnership with the Clare Project, supporting engagement work, developing joint best practice around community engagement, and ensuring Trans & Non-Binary communities are engaged around issues in a joined up way.
* To actively engage with intersectional groups throughout the LGBTQ community, including but not limited to, those with disabilities, people who are Black, Indigenous and/or People of Colour, those who have experienced homelessness, gypsies and travellers, older people and survivors.
* To develop the LGBT HIP work-plan in collaboration with Switchboard’s CEO and commissioners, and to ensure performance against agreed objectives and targets.

**GENERAL DUTIES**

* To provide regular reports on project activities or the CEO and provide reports to funders as needed.
* To attend supervision sessions and contribute to team meetings.
* To manage and work with volunteers in delivering project activities.
* To undertake all work in line with relevant legislation and in line with LGBT Switchboard’s policies and procedures.
* To undertake any other duties that might reasonably be requested and are appropriate to the role.

**PLEASE NOTE**  
  
We welcome applications from the trans, non-binary, intersex and gender-variant community.  
Further to this, we recognise that people of colour are under-represented in our team.  
As a course of positive action in order to improve community representation in our team, we actively encourage applications from people from these under-represented groups.

Accessibility: If you would prefer to submit your application in another way, or different format, please do get in touch. Likewise, if you require assistance and/or have any questions regarding the application process, please do not hesitate to contact us

**PERSON SPECIFICATION**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **EXPERIENCE** | | Essential (**E**) Desirable (**D**) | Assessment method. Application (**A**)/ Interview (**I**) | | |
| 1 | Experience of planning and delivering community engagement activities, and/or  community development experience. | | | **E** | **A** |
| 2 | Experience of designing and delivering social research and/or community consultations | | | **E** | **A** |
| 3 | Experience of writing reports for a variety of audiences / stakeholders | | | **E** | **A** |
| 4 | Experience of facilitating small groups e.g. community consultation or focus groups | | | **E** | **A/I** |
| 5 | Experience of developing engagement strategies and/or methodology | | | **D** | **A/I** |
| 6 | Experience of using digital engagement/facilitation tools such as social media, video conferencing, and online survey platforms (e.g. Zoom, SurveyMonkey) | | | **D** | **A** |
| 7 | Experience of working for a community organisation | | | **D** | **A/I** |
| 8 | Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+ | | | **D** | **A/I** |
| **KNOWLEDGE** | | | | |  |
| 9 | 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 Black and non-black people of colour, and disabled LGBTQ people. | | | **E** | **A/I** |
| 10 | Understanding of social research methodology and ethics | | | **E** | **A** |
| 11 | Understanding of service provision and planning within the NHS and/or the local  council and how it affects LGB & T people | | | **D** | **A/I** |
| 12 | Knowledge of the LGBTQ community in Brighton & Hove, including LGBT community  groups and organisations | | | **D** | **I** |
| 13 | Knowledge of the community and voluntary sector in Brighton & Hove | | | **D** | **I** |
| **SKILLS AND ABILITIES** | | | |  |  |
| 14 | Proven ability to manage a complex work programme and to plan and carry through tasks to deadline | | | **E** | **A** |
| 15 | Excellent communication and networking skills, diplomacy, and the ability to develop  and maintain positive relationships with a wide range of people and organisations | | | **E** | **A/I** |
| 16 | Confidence and ability to lead on work strands, coordinating other partners | | | **E** | **A/I** |
| 17 | A proven commitment to promoting equality and diversity, including those from trans, non-binary, intersex and gender-variant groups; Black and/or PoC communities, and those with disabilities | | | **E** | **A/I** |
| 18 | Excellent verbal and written communication skills, including presentation skills | | | **E** | **I** |
| 19 | Proactive, able to take initiative, and to work with minimal supervision, within a defined work-plan and reporting framework | | | **E** | **A** |
| 20 | 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** | **A** |
| 21 | Line management and supervisory skills | | | **D** | **I** |
| 22 | Ability to contribute to funding bids for the continuation or expansion of the project | | | **D** | **A/I** |

These skills and competencies will be tested in the application form and subsequently within the interview process. All successful applications are subject to satisfactory references and an enhanced DBS check and the post is subject to a probationary period.

**ABOUT SWITCHBOARD**

Switchboard is a charity for LGBTQ people looking for a sense of community, support or information. We connect people and support them directly through specially developed Switchboard services or link them to other specialist organisations.

**Our vision** is for an inclusive and diverse society where all LGBTQ people can realise their own unique potential

**Our mission** as a charity run by and for LGBTQ people working to understand and respond to the needs of all LGBT communities. We do this by;

* **Listening** to the needs, worries and concerns of individuals,
* **Informing** individuals of what support is available and making the connections as well as informing policy makers about LGBTQ inequalities
* **Developing** new services, only when we have established a gap and ideally in partnership with others.

**Our values**:

* **Supportive**
* **Friendly**
* **Inclusive**
* **Professional**
* **Passionate**

**OUR SERVICES**

**Our current services include:**

* **Helpline:** a supportive, non-judgemental, confidential space run by trained volunteers who listen, inform and support - via a telephone helpline service plus email and web chat support.
* **Trans Survivor’s Project:**  a dedicated project supporting trans and/or non-binary people who have experienced sexual violence - the first of its kind in the UK.
* **Older LGBTQ** **Project**: social and support drop-ins, trips, training, consultancy and other activities, to reduce isolation and increase well-being.
* **Health & Inclusion Project (HIP):** engages the LGBTQ community in health and wellbeing issues, and gives them the opportunity to have a say about the issues that matter to them.
* **LGBTQ Disability Project**: creating safe, confidential spaces across the city for LGBTQ disabled people to meet monthly and socialise. We work with the group to prompt LGBTQ venues to become more disability-aware and inclusive.
* **Rainbow Café:** a regular meet-up for LGBTQ people living with dementia or concerned about memory loss.  Friends, loved ones and carers are welcome.
* **Trans Link Project:** a social prescribing project that aims to link trans and/or non-binary individuals into health and wellbeing activities across the City.
* **LGBTQ Inclusion Award:** a training and consultancy award programme to support services in creating inclusive and affirmative environments for LGBTQ patients, clients, or customers.

**Guidance on Completing Your Application**

Thank you for the interest you have shown in our vacancy.  
These notes are to help you make the most of your application.

Switchboard will not be able to shortlist your application if you do not follow the instructions below.

We short-list based solely on the information in your application form, so please ensure that you follow the guidelines for completing the form and that you address each point marked ‘A’ on the person specification so that we can judge your suitability for the role.

Page 6 of the application form asks you to tell us about your ‘**Experience, Knowledge & Skills’.** In this section you must show how you meet the criteria set out in the person specification section of the job description. Switchboard requires the successful applicant to demonstrate **through specific examples** that they have both the knowledge, technical skills and experience to fulfil role requirements.

The Person Specification will state what essential (marked using an E) qualities are required for the job. These are prerequisites for the job. Desirable qualities would be examples that would enhance your suitablity for the post by are not prerequistes for the job. If you don’t meet a desirable point on the person specification you do not need to address it in your application.

At the top of the Person Specification there is a box which shows you how each point will be assessed. You need to provide an example for each point with an ‘A’ in the right hand column. You must **describe a real situation** that you have played a significant part in. We might ask you to talk more about these at interview.

|  |  |  |
| --- | --- | --- |
| **Person Specification** | |  |
| **What is Switchboard is looking for?** | **Is it essential (E) or desirable (D)?** | **How do we check if you have it?**  **Application = A**  **Interview = I** |

**Demonstrating your Knowledge, Skills & Experience**

For each of the Experience, Knowledge & Skills points in the Person Specification you must provide **a real example**, which describes how you have demonstrated what is required. Applicants who merely state that they have the knowledge and experience will not be short-listed for interview.

The example below gives an indication of the approach you should take for each of the points:

|  |  |  |
| --- | --- | --- |
| **Experience Knowledge & Skills** | | |
| 1 | Experience of designing and delivering social research and/or community  Consultations | **A/I** |

**Example of a poor response:**  
*I have experience of designing and delivering community consultations. I am extremely skilled when it comes to writing questionnaires and am passionate about community consultation. I have the skills and experience to be able to deliver research for Switchboard.***Why is it poor?** *This answer gives us no tangible evidence that the applicant has experience. They could have used a specific example of a consultation they were involved in, a training they had attended, or examples of times they had used certain skills or gained experience that would lend itself to delivering research.*

**Example of a good response:**

*A large part of my role with my current employer is to administer and coordinate a research project regarding the health and wellbeing of people with over 60 years old who take up health walks for our local GP consortium. This research project is looking into the positive impact that walking in later life can have on the health and wellbeing and social isolation of older people talking up both exercise and a group activity. This research included coordinating data collect as both focus groups; telephone discussions online/paper questionnaires. The final report with recommendations was presented to the GP consortium (I gave power point presentation) has been used in a national health project. I another role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and put this data into a useable format to be analysed. Alongside this, I have written and handed out questionnaires to older people and agencies that work with this client group in the local community, to find out what they would like from services and what they think is missing. This information has been used this information to set up extra services that run alongside the lunch club for people suffering with the after effects of a stroke.***Why is it good?** *This person gives several specific scenarios in which they have demonstrated their ability to design and deliver social research. They explained what they were responsible for and helped us understand how they did it.*

**Please note that, due to our high volume of applications, we are unable to provide feedback for those who fail to make the shortlist for interview.**  **You will be notified on the outcome of shortlisting.**

**GDPR AND OUR APPLICATION PROCESS**

**DATA YOU SHARE WITH US**

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

**WHO WILL SEE THE DATA**

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

**WILL WE SHARE YOUR DATA?**

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

**WHERE WE FIND CANDIATE DATA**

The only data that we would have about you is anything that you chose to share with us through your application form.

**HOW WILL WE PROCESS YOUR DATA**

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviews to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

**HOW LONG WILL WE KEEP YOUR DATA**

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

**YOUR RIGHTS**

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

**HOW WE PROTECT YOUR DATA**

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>