

Switchboard



Picture ID: The Switchboard logo. Beneath the word Switchboard it reads connecting you to LGBTQ support. There are nine coloured circles representing LGBTQ identities.

LGBTQ+ DISABILITY AND NEURODIVERSITY PROJECT ASSISTANT

Dear Applicant,

Thank you for your interest in the position of **LGBTQ Disability & Neurodiversity Project Assistant** at Switchboard.

In 2020 we celebrated our 45th birthday, and this landmark makes Switchboard the longest-running LGBTQ organisation in Brighton and Hove. This an important and exciting time to be joining the charity, 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, for LGBTQ communities.

We are now looking to recruit an assistant for our disability & neurodiversity project. This is one of Switchboard's 10 frontline projects, working with and supporting LGBTQ people who are disabled or neurodivergent. The post holder will be working closely alongside the project coordinator to support a community of over 400 members, planning and delivering online and offline peer support spaces.

If you are interested in applying, please read the application pack and return an application form to us **by 5:00pm Tuesday August 3rd 2021**.

For your information, interviews for this post will be held on **Friday August 20th 2021**.

If you would like to speak to us about this role, please contact brighton.admin@switchboard.org.uk

With best wishes,

Jacob Bayliss (he/him)
Chief Executive Office

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Job Description

Title:	LGBTQ Disability & Neurodiversity Project Assistant
Reports to:	Operations & Development Manager
Remuneration:	£23,750 per annum (FTE) £9,686.98 per annum (pro-rata)
Hours:	14 hours – 2 days per week (flexible)
Based:	The post holder will be based at Switchboard in Brighton, but it is expected that the role will involve outreach work and travel around the city and surrounding areas for which travel expenses will be paid. Some home working in line with Covid-19 restrictions.
Terms:	1 year fixed term contract 37 flexible hours per week Annual leave entitlement is based at 25 days FTE, plus additional Christmas closure days and paid bank holidays. The post holder may be required to work outside of office hours (regarded as 9am to 5pm) to meet the needs of the project and its beneficiaries. Time will be given off in lieu of such hours worked. This means that you will get the time back.

Purpose of the Post:

To support the Disabilities Development Worker to further develop online and in-person social groups, activities, 1:1 support and more for members of Switchboard LGBTQ Disability and Neurodiversity group. The group supports adults (age 18 plus) in Brighton & Hove and surrounding areas.

To engage with LGBTQ disabled and neurodivergent adults to plan and co-produce resources. These will serve to not only highlight challenges but to celebrate our multiple and marginalised identities.

To work in partnership with service users, volunteers, colleagues, individuals, groups, services, and other LGBTQ and non-LGBTQ organisations.

PLEASE NOTE

Further to this, we recognise that Black and non-black people of colour are under-represented in our team and we actively encourage applications from people from these under-represented groups. We value lived experience and unpaid work and labour in our recruitment processes.

We warmly welcome applications from the trans, non-binary, intersex and gender-variant community. All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.

Key Duties:

1. Co-produce the project, monitoring and evaluation systems and raise awareness of the project and its development.
2. Identify and connect with LGBTQ disabled and neurodivergent people with an aim to foster a sense of community and reduce social isolation. Identify the needs of group members, inform them of opportunities, assess and work to reduce barriers faced in accessing services and activities.
3. Deliver flexible person-centred LGBTQ specialist activities and support in response to needs identified by LGBTQ disabled and neurodivergent people as the project develops e.g. the LGBTQ peer support groups, volunteering, health and wellbeing activities, digital inclusion activities, mentoring and befriending.
4. Explore and develop innovative ideas for supporting LGBTQ disabled and neurodivergent people e.g. outreach, online support, and accessible communications. Build partnerships with local services and identify ways of working collaboratively. This will involve advising and supporting with making services and activities LGBTQ-friendly, accessible, appropriate, and responsive. This may be through consultation, training and/or monitoring of the needs and identities of service users.
5. Develop and take part in anti-stigma activities, training workshops, events and campaigns in both LGBTQ and other communities to reduce stigma in relation to intersectional identities. Intersectionality takes into account people's overlapping identities and experiences in order to understand the complexity of prejudices they face.
6. Support the integration of this project with Switchboard's other services as well as with other LGBTQ and non-LGBTQ specific services in the city ensuring overlaps of opportunities, support and engagement.
7. Work with statutory and community and voluntary sector agencies ensuring LGBTQ disabled and neurodivergent people can access appropriate support that is sensitive to their needs and helps them to participate in local communities.
8. Attend meetings with partner groups in the locality to develop good working relationships, share information, ensure joined up working, facilitate cross referrals, monitor progress, and develop the partnerships.
9. Share a range of resources with our partners where possible, e.g. transport to enable people to access activities, LGBTQ expertise, volunteer training opportunities, and learn from each other in the development of policies, procedures and good practice.

PERSON SPECIFICATION:

In the table below **D** means that the statement is a 'desirable' skill and **E** means that it is an 'essential' skill. If you are using a screen reader you will first hear the number of the skill, then the skill description followed by an E or a D. The E or D links to the skill mentioned immediately before it.

Applications will be judged according to the job description and person specification. Please make sure that you respond to every essential skill in each section in the person specification on your application form.

KNOWLEDGE AND QUALIFICATIONS		Essential or Desirable?
1	Understanding of the multiple and diverse needs of LGBTQ disabled and neurodivergent adults and the issues that affect them.	E
2	Understanding of the diverse needs of LGBTQ communities and the issues that affect them.	E
3	Understanding of issues of exclusion and the barriers faced by LGBTQ disabled and neurodivergent people in accessing services and participating in local communities.	E
4	Hold a relevant social care or community development qualification.	D
5	An understanding and appreciation of current thinking around disability, neurodiversity, and current issues within disabled and neurodivergent communities.	D

EXPERIENCE		
1	Experience of working in the community and voluntary sector.	D
2	Experience of working with disabled and neurodivergent people and empowering individuals to develop activities and social opportunities.	E
3	Experience of facilitation, or leading group work and activities.	E
4	Lived experience of identifying as LGBTQ and as disabled and/or neurodivergent.	E
4	Experience of supporting volunteers including with their training and development needs.	D
5	Experience of planning and delivering training.	D
6	Experience of building and developing partnerships with a wide range of agencies and working with a multi-disciplinary approach.	D

SKILLS AND ABILITIES		
1	To build a rapport with LGBTQ disabled and neurodivergent people offering support, information and activities that are appropriate and relevant. Empower people to identify their needs and support with working towards meeting their needs.	E
2	To reach and support LGBTQ disabled and neurodivergent people who may not be able to access services and are particularly isolated.	E
3	Ability to plan, develop, promote and evaluate projects.	E
4	The ability to interact with a wide range of people in various settings. This may include speaking publicly to raise awareness of the project and its work.	E
5	Ability to work on one's own initiative, prioritize own work and to plan and organize the work of self and others to effectively meet deadlines.	E
6	The ability to develop and use monitoring and evaluation systems and methods to evidence project outcomes and collate the data to produce concise reports and documents.	E
7	Excellent administrative skills and the ability to undertake all admin tasks related to the role.	E
8	Good IT skills including word processing, using the internet, data collection systems and various social media platforms.	E
9	Ability to work effectively both independently and as part of a team.	E

If you need/prefer to submit your application in a different way or in a different format, please get in touch. The same applies if you need support with the application and/or have any questions regarding the application process.

The successful candidate will be subject to references and a DBS check. This is a check of your criminal record which will show details of all spent and unspent convictions, cautions, reprimands, and final warnings held on central police records (apart from protected convictions and cautions). DBS checks help us to manage risk, having a criminal record does not necessarily prevent you from being employed.

GLOSSARY OF TERMS:

A **disability** is a health condition which makes it more difficult to do certain activities. A disability can be visible or invisible, meaning other people may not know that you have a disability unless you tell them. We are inclusive of individuals who are neurodivergent and those with mental health issues.

Neurodivergent means that your brain works in a way that is different to what is typical in society. Conditions such as bipolar and personality 'disorders' can be included in this too as well as autism, ADHD and many more.

LGBTQ+ in this instance, refers to lesbian, gay, bisexual, transgender, queer, intersex, asexual, pansexual and more identities. It may refer to anyone who is not heterosexual or cisgender. In this instance, transgender (trans) includes all non-cisgender (cis) identities such as non-binary, genderfluid, genderqueer, agender, genderless, two-spirit and many more.

ABOUT US

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

Benefits:

- 33 day annual leave allowance (FTE, including bank holidays) plus bonus leave days
- Flexitime and flexible working
- 3% Pension Contribution
- Cycle to Work Scheme
- Paid for Flu Jabs
- Paid for Eye Tests
- Staff wellbeing offer (including self-care workshops, external supervision, app subscriptions such as Headspace)
- City centre office location
- A strong focus on personalised training & development plans based on your needs & aspirations
- Opportunities for progression in a growing organisation

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.
- **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 & Neurodiversity 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.
- **LGBTQ Domestic Abuse Service:** a new domestic abuse service for LGBTQ survivors and victims in Brighton & Hove.

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.

Remember: 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

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 'E' on the person specification so that we can judge your suitability for the role.

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 (D) would be examples that would enhance your suitability for the post but are not prerequisites 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 'E' in the right hand column, and any points with a 'D' that you meet. 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)?

Demonstrating your Knowledge, Skills & Experience

Page 6 of the application form asks you to tell us about your '**Experience, Knowledge & Skills**'. This is the most important part of your application. 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.

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	E

Example of a poor response:

I have lots of experience of designing and delivering community consultations. 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.

[See next page for example of a good response.]

Example of a good response:

I am skilled when it comes to writing questionnaires and am passionate about community consultation. 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 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 taking up both exercise and group activities. This research included coordinating data collection in the form of focus groups, telephone discussions, and online/paper questionnaires. The final report with recommendations was presented to the GP consortium (I gave power point presentation) and has been used in a national health project. In my volunteer role I was required to conduct interviews with service users at various stages in a research project, write questionnaires and input data 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 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 are not shortlisted 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 CANDIDATE 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/>