

Dear Applicant,

Thank you for your interest in the position of **LGBTQ Independent Domestic Violence Advisor (IDVA)** at Switchboard.

In 2020 we celebrated our 45<sup>th</sup> 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, 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 IDVA for our brand new Domestic Abuse service. This will be one of Switchboard's 10 frontline projects, working with and supporting LGBTQ victims/survivors of domestic abuse and violence. The post holder will be working closely alongside the CEO and Operations Manager, as well as IDVA colleagues at Switchboard and partner organisations to roll out an exciting 2 year plan to develop and deliver pioneering LGBTQ Domestic Abuse service across Sussex.

If you are interested in applying, please read the application pack and return an application form to us **by 5:00pm Tuesday August 16th<sup>th</sup> 2021**.

For your information, interviews for this post will be held on **Tuesday August 24th 2021**

If you would like to speak to further about this role, please contact [Jacob.Bayliss@switchboard.org.uk](mailto:Jacob.Bayliss@switchboard.org.uk)

With best wishes,

**Jacob Bayliss** (he/him)  
Chief Executive Officer

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## Job Description

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Title:	Specialist LGBTQ Independent Domestic Violence Advisor (IDVA)
Reports to:	Operations & Development Manager
Remuneration:	£24,550 rising to £26,500 after probation and SafeLives accreditation
Hours:	37 hours – 5 days per week
Based:	At our Brighton offices, some home working in line with Covid-19 restrictions.
Terms:	2 year fixed term contract. 37 flexible hours per week Annual leave entitlement is based at 25 days for a full-time equivalent leave entitlement, plus additional Christmas closure days and paid bank holidays.

### ROLE PURPOSE

Switchboard's brand new service aims to provide a high level of support to LGBTQ victims and survivors of domestic abuse across Sussex. This role comes with the opportunity to help shape and pilot a holistic, affirmative and inclusive service for our diverse LGBTQ+ communities.

The role will include casework with victims and survivors, as well as creative outreach and awareness raising among both the LGBTQ community and the Domestic Violence sector as we promote and grow our new service. If you are a passionate LGBTQ advocate with knowledge of the unique needs and inequalities faced by our communities, and experience of working within a busy frontline role, then we would love to hear from you.

The project will involve engaging with LGBTQ groups and individuals, listening carefully the voices of victims and survivors and adapting your approach, building trust and supporting people to access Switchboard as well as other services they may need.

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)

## Main Duties

- Managing a caseload of clients across Sussex to ensure their needs are met.
- Delivering high quality, holistic assessments to those who are experiencing domestic abuse.
- Providing a high level of safety and personalised support planning in line with safeguarding procedures
- Act as a designated safeguarding officer for Switchboard, providing safeguarding support to those delivering front line services.
- To find create ways to promote and raise awareness of the service within local LGBTQ communities.
- To work with other organisations to ensure that the needs of LGBTQ individuals experiencing domestic abuse are understood and that best practice is shared with those wanting to ensure fully inclusive services.
- Advocating for high, medium, and standard risk victims with other agencies and organisations.
- Working in a joined up way, both internally and externally, to share information on a need-to-know basis, build referral pathways, create a structured offer of support, and manage risk effectively.
- To provide referral pathways to relevant local and specialist agencies and advocate on behalf of clients to access these services where appropriate (such as refuges and housing advocacy).
- Supporting with police reporting where possible and building an evidence base around LGBTQ experiences of Domestic Abuse in Sussex.
- Working within multi-agency partnership structures and settings, including participation at MARAC's
- Working with the Switchboard team to carry out periodic case reviews based on a review of risk and abuse.

## General Duties

- To gather, manage and evaluate data, reporting on project activities.
- Remain up to date with DVA and LGBT practice and legislation to ensure an informed and effective service.
- To attend supervision sessions and contribute to team meetings.
- To undertake all work in line with relevant legislation and with the organisations 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 Black and non-black 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. We value lived experience and unpaid work and labour in our recruitment processes.

## PERSON SPECIFICATION

EXPERIENCE		ESSENTIAL (E)/ DESIRABLE (D)
1	Experience of providing 1 to 1 support, advice or information to vulnerable people/communities.	E
2	Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+	E
3	Experience of working for a charity/community organisation.	D
4	Experience of managing a client caseload within a frontline delivery service	D
5	Experience of working with individuals affected by domestic abuse or violence, including safety planning and/or working with children at risk.	D
6	Hold a Safe Lives/CAADA IDVA training certificate, OR a relevant degree or vocational qualification, OR have demonstrable equivalent experience.	D
KNOWLEDGE		
6	A knowledge and understanding of the additional barriers and complexities that those identifying as LGBTQ might face.	E
7	Knowledge of the LGBTQ community in Sussex – such as local groups, organisations, or events.	E
8	A working knowledge of safeguarding best practice.	E
SKILLS		
9	Ability to provide professional and friendly support to vulnerable people, dealing calmly and confidently with emotional and difficult situations.	E
11	Excellent organisational skills and the confidence and ability to lead, prioritise and work on your own initiative	E
12	A proven commitment to promoting equality, diversity and intersectional inclusion.	E
13	Excellent communication skills, including presentation skills.	D
14	Computer literacy skills and ability to work with software like Outlook and a CRM, such as CharityLog	D

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 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.
- **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 suitability for the post by 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 '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

**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

## 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 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.*

### Example of a good response:

*I am extremely 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 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 taking up both exercise and a group activity. 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 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 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/>