

Dear Applicant,

Thank you for your interest in the position of **LGBTQ Older Persons Project Assistant** at Switchboard in Brighton and Hove.

In 2020 we celebrated 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, 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 a Project Assistant for our LGBTQ Older Persons Project. This is one of Switchboard's frontline projects, working with and supporting LGBTQ older people. The post holder will be working closely alongside the Project Development Worker to support a community of 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 Monday August 30th 2021**.

For your information, interviews for this post will be held on **Monday September 13th 2021**.

For more information or an informal conversation about the role or application process, contact John Hammond, Operations & Development Manager at John.Hammond@Switchboard.org.uk

With best wishes,

Jacob Bayliss (he/him)
Chief Executive Officer

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Job Description

Title:	LGBTQ Older Persons Project Assistant
Reports to:	Operations and Development Manager
Remuneration:	£19,750 pro rata (£7,472 actual)
Hours:	14 hours – 2 days per week (flexible)
Based:	The post holder will be based at the Switchboard office 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 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 LGBTQ Older Persons Project has been delivering a vital service for many years, and we are now looking for someone who can join the Switchboard team at an exciting time of growth and development.

We are seeking someone with a passion for working with people and excellent project delivery skills. You will support the Older Persons Development Worker to further develop online and in-person social groups, activities, one-to-one support, and more to provide opportunities for LGBTQ older people to connect with others and to reduce social isolation.

The role also involves engaging with and working in partnerships with service users, volunteers, colleagues, and a range of individuals and organisations, to ensure we are developing and providing the most meaningful, impactful and accessible services for the older LGBTQ community.

Please Note

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 also value lived experience and unpaid work and labour in our recruitment processes.

Further to this, 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 older 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 older 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 older 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, community and voluntary sector agencies ensuring LGBTQ older 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

KNOWLEDGE AND QUALIFICATIONS		ESSENTIAL (E)/ DESIRABLE (D)
1	Understanding of the needs of older people and the issues that affect them	E
2	Understanding of the diverse needs of LGBTQ communities and the issues that affect them, particularly LGBTQ older people	E
3	Understanding of issues of exclusion and the barriers faced by LGBTQ older people in accessing services	E
4	Lived experience of belonging to the LGBTQ community / identifying as LGBTQ+	E
6	Hold a relevant community development qualification	D
EXPERIENCE		
1	Experience of working in the community and voluntary sector	E
2	Experience of working with older people – including those most vulnerable - empowering them to develop activities and opportunities to reduce isolation and improve health and wellbeing	E
3	Experience of building and developing partnerships with a wide range of agencies and working with a multi-disciplinary approach	E
4	Experience of facilitation, or leading group work and activities	E
5	Experience of supporting volunteers	D
SKILLS AND ABILITIES		
1	Abilities and skills required to build rapport with LGBTQ older people offering support, information and activities that are sensitive to their needs and empower them to identify their needs and opportunities to meet their needs	E
2	The skills and ability to reach and support LGBTQ older people who are not currently accessing services and are particularly isolated	E
3	Ability to coherently plan, develop, promote and evaluate projects	E
4	Excellent verbal and written skills and the ability to communicate with a wide range of people in various settings	E
5	Ability to work on one's own initiative, prioritise own work and to plan and organise the work of self and others to effectively meet deadlines	E
6	Excellent administrative skills and the ability to undertake all admin tasks related to the role	E
7	Good IT skills including word processing, spreadsheets, data recording and monitoring systems, internet systems and social media	E
8	Ability to work effectively both independently and as part of a team	E

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 a 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 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 be 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/>