

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

NHS RAINBOW BADGE ASSESSOR

Dear Applicant,

Thank you for your interest in the position of **NHS Rainbow Badge Assessor** 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 part of an exciting partnership with Stonewall, LGBT Foundation, Consortium, and GLADD to bring the [NHS Rainbow Badges](#) to hospital trusts across the country and provide a quality standard to ensure they remain meaningful symbols of inclusion. We are now looking to recruit an assessor to work in a partnership team with other assessors and a project manager based at LGBT Foundation and Stonewall.

If you are interested in applying, please read the application pack and return an application form to us **by 9am October 29th 2021**.

For your information, interviews for this post will be held online on **Wednesday November 10th 2021**.

Please return your application to: Jacob.Bayliss@Switchboard.org.uk
You can also contact this address with questions about the role.

With best wishes,

Jacob Bayliss (he/him)
Chief Executive Office

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Job Description

Title:	NHS Rainbow Badge Assessor
Reports to:	NHS Rainbow Badge Programme Manager, Switchboard CEO
Remuneration:	£28,940 per annum (FTE)
Hours:	37 hours per week (full time)
Based:	The post holder will be based at Switchboard in Brighton, but it is expected that the role will involve outreach work and travel. There may be some home working in line with Covid-19 restrictions.
Terms:	Fixed term to 31 st August 2022, extension subject to further funding. Annual leave entitlement is based at 25 days FTE, plus additional Christmas closure days and paid bank holidays.

Summary of the Post:

The NHS Rainbow Badge Programme is committed to supporting NHS Trusts in creating more inclusive, positive environments for LGBTQ+ communities. The Programme works to deliver extensive advice and training to NHS employers so that LGBT staff and patients feel truly included. Switchboard is looking for a NHS Rainbow Badge Assessor to work within the recently extended programme supporting LGBTQ+ inclusion within NHS Trusts.

The NHS Rainbow Badge Assessor role will sit within a remote team covering the entirety of England. Occasional travel will be required for the role and will be planned in advance.

The post holder will be expected to:

- Maintain, develop and manage relationships with a portfolio of NHS Trusts to improve the lives of LGBT staff and patients.
- Identify and recommend actions for NHS Trusts and support them to develop more inclusive environments for patients and staff.
- Develop and deliver workshops, seminars and facilitated sessions on LGBT diversity and inclusion within the NHS.

If you are passionate about LGBTQ+ inclusion, have an understanding of the complexities of NHS Trusts operationally, and want to be part of making change at a national and local level, we'd love to hear from you!

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:

- Delivery of the NHS Rainbow Badge assessment process:
 - a. Deliver presentations to health professionals, Senior Management within NHS Trusts and at external events to encourage engagement with NHS Rainbow Badge phase 2.
 - b. Provide account management to allocated NHS Trusts throughout their assessment process and beyond. This will include offering personalised support and guidance to assist Trusts in meeting the assessment deadlines.
 - c. Build, develop and maintain relationships with a variety of individuals and organisations across the NHS.
 - d. Conduct the NHS Rainbow Badge assessment process for your NHS Trusts, which will include producing the final written assessment report and action plans.
 - e. Provide updates on your activity for the monthly NHS Rainbow Badge project reports.

- To improve the quality of service LGBTQ+ people can expect from their local NHS Trust relating to their sexual orientation, gender identity and trans status:
 - a. Publicly celebrate NHS Trusts that achieve a Rainbow Badge award.
 - b. Develop engagement with LGBT patients and LGBTQ+ NHS workforce to share their positive and negative experiences of their local NHS Trust especially relating to their sexual orientation, gender identity and/or trans status.
 - c. Support and empower LGBTQ+ patients to get the best level of care from their providers by sharing information and best practice.

- Support the wider work of the NHS Rainbow Badge project and Switchboard team.
 - a. Attend internal meetings, sharing your experiences and knowledge from the project with the wider team
 - b. Attend external events on behalf of NHS Rainbow Badge project and/or Switchboard

PERSON SPECIFICATION:

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

KNOWLEDGE AND UNDERSTANDING	
1	Knowledge of health care structures, especially NHS Trusts.
2	Knowledge of the specific intersectional needs and experiences of LGBTQ+ people particularly related to health care and access.
3	Knowledge of how to analyse and interpret data clearly and concisely. This will be both qualitative and quantitative data obtained from surveys undertaken within NHS Trusts.
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EXPERIENCE	
1	Experience of project delivery
2	Experience of communicating with people from different backgrounds with different levels of knowledge
3	Experience of writing and delivering presentations and/or workshops

SKILLS AND ABILITIES	
1	Excellent written and verbal communication skills.
2	Professional and influential over the telephone, on digital platforms such as Teams or Zoom, and face to face.
3	Confident, clear and diplomatic when delivering training or workshops.
4	Ability to multi-task, work to competing deadlines and manage multiple relationships and accounts.
5	Resilience and perseverance.

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

WHY WORK FOR US?

- Flexi-time and flexible working
- Over 33 days of annual leave (FTE, including bank holidays) plus bonus leave days
- 3% Pension Contribution
- Cycle to Work Scheme
- Relaxed dress code
- Paid for Flu Jabs
- Paid for Eye Tests
- Staff socials and away days
- Office 'buddy' scheme for new starters
- Staff wellbeing offer (including external supervision, support to access counselling, and app subscriptions such as Headspace)
- City centre office location
- A personal training budget & 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.