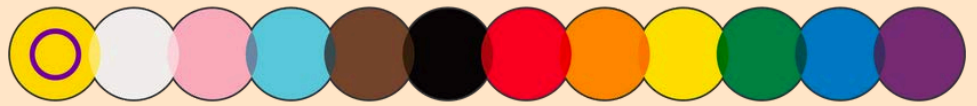


# switchboard



connecting you to LGBTQ+ support

LGBTQ+ OLDER PEOPLE'S ENGAGEMENT AND SUPPORT  
WORKER

## APPLICANT INFORMATION PACK

May 2025



# WELCOME

Dear Applicant,

Thank you for your interest in the position of LGBTQ+ Older People's Engagement and Support Worker. On the following pages you will find more information about Brighton & Hove LGBT Switchboard (Switchboard), the role and how to apply.

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# PROUD SINCE '75

## Who Are We?

In 2025 we celebrate our 50th birthday, and this landmark makes Switchboard Brighton's longest-running LGBTQ organisation.

This an important and exciting time to be joining our growing charity, and our vital work has never been more needed.

Switchboard amplify, connect and support LGBTQ people across Sussex. We serve over 5000 people every year through our 'by and for' services.

## Our Vision

is an inclusive and diverse society in which all LGBTQ people can realise their own unique potential.

## Our Mission

as a charity run by and for LGBTQ people, is to work to understand and respond to the needs of all LGBTQ communities in Sussex. We do this by listening, informing, and developing.

# THE ROLE

**Reporting to:** BOLD Manager

**Location:** Brighton

**Hours of Work:** 35

**Starting Salary:** £29,000

The BOLD (Bereavement, Older People, and Dementia) project at Switchboard provides support for LGBTQ+ people aged 50 and over, including those living with dementia and those experiencing bereavement. The project aims to reduce loneliness and isolation, promote wellbeing, and ensure older LGBTQ+ people feel seen, connected, and supported.

BOLD delivers a range of activities, including regular social groups, creative sessions, community walks, dementia-friendly meetups, and peer support spaces for carers or those navigating grief. We also provide one-to-one support, signposting, and opportunities for members to shape and lead activities. The project places a strong emphasis on creating inclusive, welcoming environments where older LGBTQ+ people can share experiences, build friendships, and feel part of a caring community.

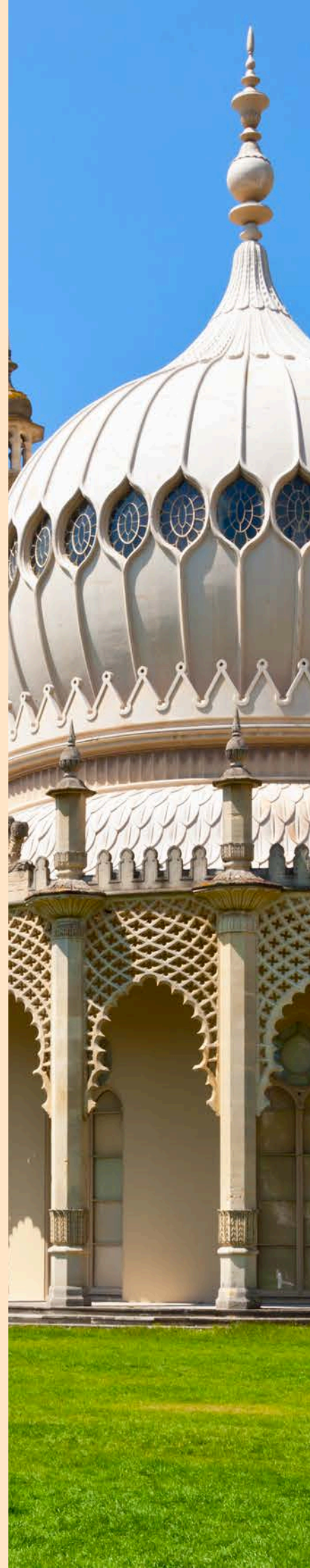
## **Purpose of the Post**

- To develop activities, meet ups and socials in co-production with partners, older people and volunteers to create opportunities for LGBTQ older people to connect with others and to reduce social isolation and enhance health and wellbeing.
- To work in strategic and developmental partnerships with relevant agencies for bereavement, older people, and dementia service providers in Brighton and Hove.
- To work with LGBTQ communities to improve and develop services and raise awareness of LGBTQ+ Older people's needs:



# KEY RESPONSIBILITIES

- Co-facilitate drop-ins and focus groups, including (but not limited to) three regular drop-ins, a dementia group, and a carers' group.
- Identify and engage with older LGBTQ+ people—both those currently using services and those not yet connected—to understand their needs, reduce social isolation, support access to existing activities and services, and identify and address any barriers to inclusion.
- Provide one-to-one support and needs assessments, including home visits, casework, and social prescribing.
- Promote and develop the Older People's Project, helping to clarify and respond to the needs of older LGBTQ+ people in Brighton & Hove.
- Support and work alongside volunteers, enabling them to take an active role in facilitating meet-ups and social groups.
- Work flexibly and in a person-centred way to develop specialist activities and support based on needs identified by LGBTQ+ older people in the Brighton & Hove area.
- Collaborate with the BOLD team and wider Switchboard staff, contributing to a cohesive and inclusive working environment.
- Attend partnership meetings to represent the project, advocate for LGBTQ+ older people, and raise awareness of their specific needs with external partners.
- Contribute to the development and delivery of training on the needs and experiences of older LGBTQ+ people.
- Take part in anti-stigma activities, events, and campaigns within both LGBTQ+ and non-LGBTQ+ communities to challenge stigma around age and LGBTQ+ identities.
- Recognise and respond to people's needs through an intersectional lens, ensuring inclusive and equitable support.
- Work with statutory, community, and voluntary sector organisations to represent and advocate for the needs of LGBTQ+ older people.
- Maintain accurate and up-to-date records, including client details and case notes, for monitoring, evaluation, and reporting purposes.



# PERSON SPECIFICATION

<b>KNOWLEDGE AND QUALIFICATIONS</b>	
Strong understanding of the issues facing older LGBTQ+ people, including ageing, bereavement, dementia, discrimination, and barriers to accessing services.	Essential
Awareness of intersectionality, and how overlapping identities such as race, disability, and class impact experiences of ageing and service access.	Essential
Qualification or equivalent experience in health & social care or related area such as community development, with a good knowledge of local services in Brighton & Hove.	Essential
Knowledge of safeguarding protocols and responsibilities when supporting vulnerable adults.	Desirable
Understanding of equality, diversity, and inclusion legislation and how it applies in practice.	Desirable
<b>EXPERIENCE</b>	
Experience of working with older LGBTQ+ people	Essential
Experience of facilitating groups and co-developing inclusive, engaging activities that reduce isolation and improve wellbeing.	Essential

# PERSON SPECIFICATION

EXPERIENCE (continued)	
Experience of providing support to individuals, such as casework, advocacy, social prescribing, with a trauma-informed approach; experience of navigating sensitive situations.	Essential
Experience of working with older people affected by dementia, and their carers.	Desirable
Experience supporting volunteers, with an understanding of how to empower and collaborate effectively.	Desirable
SKILLS AND ABILITIES	
Strong communication and outreach skills, with confidence and sensitivity in engaging isolated communities, delivering training, public speaking, and using social media and newsletters for outreach.	Essential
Excellent organisational and administrative abilities, including managing competing priorities, meeting deadlines, and using IT tools (e.g. Word, Excel, Zoom, Teams, WhatsApp) effectively.	Essential
Ability to work both independently and collaboratively, recognising when to seek support and contributing positively to a team environment. Good professional boundaries.	Essential
Competence in monitoring and evaluation, including using systems to track outcomes, contribute to reports, and support continuous improvement.	Desirable

# OUR PROJECTS & SERVICES

Originally set up as a helpline in 1975, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

**Dementia  
Support**

**Older  
People**

**Training &  
Consultancy**

**Trans &  
Non-Binary  
Social  
Prescribing**

**Migrant,  
Refugee &  
Asylum Seeker  
Services**

**Helpline**

**Engagement  
& Research**

**Bereavement  
Support**

**Domestic  
Abuse**



# OUR BENEFITS



Flexi-time and flexible working



37 days of paid leave (FTE, including bank holidays)



Staff Wellbeing Offer, including paid for flu jabs, eye tests, and external clinical supervision



City centre office location with free refreshments






Staff training budgets & personal growth goals



# HOW TO APPLY



-  **You can apply by sending your CV and covering letter (1200 words max) showing how you meet the person specification to:**  
[chris.baker@switchboard.org.uk](mailto:chris.baker@switchboard.org.uk)
-  **Questions?** Please email [chris.baker@switchboard.org.uk](mailto:chris.baker@switchboard.org.uk) and [frances.duncan@switchboard.org.uk](mailto:frances.duncan@switchboard.org.uk)
-  **Deadline for applications is 9am on 27th May 2025**

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

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.



# 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 interviewers 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/>