

BOLD Team Leader – Person Specification

BOLD Team Leader – Person Specification

Essential Criteria

Values & Approach

- Strong commitment to LGBTQ+ inclusion, equity, and anti-oppressive practice.
- Demonstrates a trauma-informed, relational, and person-centred approach to staff and service user support.
- Ability to uphold clear boundaries, confidentiality, and safe emotional holding for staff, volunteers, and service users.
- Commitment to co-production, lived experience leadership, and community-led development.
- Reflective, values-driven, and aligned with Switchboard's ethos of dignity, autonomy, and safety.

Knowledge & Experience

- Experience coordinating or leading community, wellbeing, or social support services.
- Experience providing 1:1 supervision, reflective practice, or wellbeing support to staff or volunteers.
- Experience overseeing day-to-day operational delivery, including scheduling, risk management, and problem-solving.
- Experience working with LGBTQ+ communities, with understanding of minority stress, intersectionality, and identity-based trauma.
- Experience managing risk, safeguarding, and lone working procedures in community settings.
- Experience maintaining accurate records, supervision notes, and service delivery data.
- Experience coordinating group activities, community sessions, or wellbeing programmes.
- Experience acting as a first point of contact for service enquiries, partners, or stakeholders.

Skills & Abilities

- Excellent interpersonal skills with the ability to build trusting, supportive relationships with staff, volunteers, and service users.
- Strong facilitation skills, able to deliver team meetings, reflective spaces, and group supervision confidently.
- Ability to identify when staff need additional support, boundaries, or adjustments.
- Strong organisational skills: able to manage daily operations, scheduling, communications, and logistics across multiple activities.
- Ability to maintain clear, concise, and confidential records.
- Strong communication skills, both written and verbal, with the ability to adapt tone for different audiences.
- Ability to work autonomously, make informed decisions, and remain calm under pressure.
- Competent with digital tools for CRM, scheduling, reporting, and internal communication.
- Ability to balance strategic oversight with hands-on operational leadership.

Safeguarding & Risk

- Strong understanding of safeguarding in the context of adult wellbeing, community support, and group activities.
- Ability to recognise and respond to safeguarding concerns confidently and appropriately.
- Understanding of risk assessment, lone working, and safe practice in group and community settings.
- Ability to support staff and volunteers to uphold safe practice, boundaries, and escalation pathways.
- Ability to maintain accurate safeguarding records and ensure timely follow-up actions.

Desirable Criteria

Additional Experience

- Experience working specifically in older LGBTQ+ wellbeing, dementia-inclusive practice, or bereavement support.
- Experience supporting people with low-level mental health needs, isolation, or complex social circumstances.
- Experience developing training modules, staff pathways, or community-led activities.
- Experience working with multi-agency partners, safeguarding networks, or community organisations.
- Experience contributing to service development, evaluation, or quality assurance.

Qualifications

- Training or qualifications in community development, mental health, counselling skills, leadership, or trauma-informed practice (or willingness to undertake training).
- Relevant safeguarding training.
- Training in supervision skills, reflective practice, or coaching (desirable).

Personal Qualities

Attributes

- Warm, grounded, and able to build trust with staff, volunteers, and service users.
- Emotionally resilient and able to hold space for challenging disclosures, distress, or complex situations.
- Highly organised, reliable, and able to manage a busy, multi-strand wellbeing programme.
- Reflective, self-aware, and committed to continuous improvement.
- Confident, approachable, and able to foster a positive, inclusive, psychologically safe team culture.
- Able to balance compassion with clarity, and support with accountability.
- Comfortable acting as a first point of contact, providing calm, confident leadership.