

**Development Worker**

**(GTSP and MHP)**

Candidate Pack

March 2021



Introduction

LGBT Health and Wellbeing (LGBT Healthy Living Centre) was set up in 2003 to promote the health, wellbeing and equality of lesbian, gay, bisexual and transgender (LGBT) adults in Scotland. We provide support, services and information to improve mental and emotional wellbeing, reduce social isolation and promote community inclusion.

LGBT Health’s strategic objectives, as outlined in our Strategic Plan, are to:

* Build capacity to achieve better health and wellbeing within the LGBT community
* Develop the ability of services to respond to the needs of LGBT individuals
* Build collaborative partnerships
* Build a positive, proactive organisation.



As well as providing support programmes for LGBT people, the organisation directly contributes its expertise on LGBT issues to a wide range of individuals and organisations.

We are increasingly recognised as a ‘go to’ organisation in relation to LGBT issues, especially concerning to older people, trans wellbeing and mental health. We raise awareness of the lived experiences, needs, barriers and inequalities LGBT adults’ experience, by providing a strong, informed and credible voice for the interests of LGBT people.

The **Development Worker** role will sit across our **Glasgow Transgender Support Programme** (14 hours per week) and our **Glasgow Mental Health Project** (7 hours per week), and is crucial in helping LGBT Health to deliver our ambitious vision for health, wellbeing and equality for LGBT communities across Scotland.

Further details about LGBT Health and our current work can be found on our website: [www.lgbthealth.org.uk](http://www.lgbthealth.org.uk)

Recruitment Process

We welcome your interest in LGBT Health and Wellbeing and in this Development Worker role. The candidate pack outlines the role and skills we are looking for, as well as the selection process and timelines you can expect. In the first instance, we ask you to complete the application form.

The deadline for applications is **9am on Tuesday 30th March 2021.** We aim to contact short-listed applicants **by 5pm on 1st April**, therefore please ensure that your application includes an email where you can be contacted.

Interviews are scheduled to take place via zoom on **Wednesday 7th April 2021.** We require you to be available for interview on that day.

Applications should be emailed to louise@lgbthealth.org.uk

**Please post your diversity monitoring form to us, as per instructions provided on the form.**

**Due to financial constraints, applicants who are not short-listed for interview will not be contacted and we are not able to provide individual feedback.**

Role Profile

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| Role Title | **Development Worker (GTSP and MHP)** |
| Responsible to | Service Manager Glasgow |
| Hours per Week | 21 hours (part-time) The postholder will work on the GTSP programme for 14 hours per week and on the MHP for 7 hours per week |
| Office Base | Glasgow |
| Salary | £26,674 (pro rata) based on full time 36 hours per week  |
| Funding | Funding for this post comes from a range of sources. Initial funding is in place for 1 year, with the possibility of this being extended. |

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| Main Purpose of Role |
| The post-holder will split their hours to contribute to both the development and delivery of our Glasgow Transgender Support Programme (GTSP), and our one-to-one Mental Health Project. The substantive part of the post will be working alongside our existing GTSP Development Worker to deliver a holistic programme of peer, group and one-to-one support specifically to trans and non-binary people. (14 hours per week)The postholder will also work with our Counselling and Mental Health Development Worker to support the overall LGBT+ community with accessing 1:1 support around their mental health. (7 hours per week)We seek a candidate with knowledge of the unique experiences and needs of trans and non-binary individuals, who has work experience in supporting people both on an individual basis and by delivering peer-led group events. The successful candidate is required to have familiarity of supervising others and must be able to build and sustain positive partnerships with other organisations. The postholder must also be skilled in providing one-off and ongoing support to people with varied and complex mental health needs, and the necessary follow up this involves.During the current COVID 19 restrictions our staff and volunteers are working from a confidential space in their own homes. Once current restrictions are lifted the post holder will be based in our Glasgow office. The post holder will be required to work flexibly, including some evening and weekend work.  |

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| Principal Responsibilities |
| This post has 5 key elements of providing one-to-one support to any LGBT+ individual seeking emotional support, promoting positive wellbeing for all, and delivering group events with a peer focus for trans and non-binary people. The post holder will: * Deliver peer-led groups, courses, workshops and events for trans and non-binary people
* Connect with other trans support services and community groups in Glasgow
* Share expertise on trans issues with a wide range of individuals and organisations
* Accept, record, respond to, and follow up on referrals and individual support requests
* Provide responsive and culturally sensitive one-to-one support to LGBT+ individuals around their emotional and mental wellbeing – including in relation to their sexual orientation or gender identity – either as a one-off or on an ongoing basis

Additional Responsibilities:1. Contribute to ensuring consistent and effective delivery of all aspects of the services. (Since March 2020 our delivery changed to online and we expect this to continue for the foreseeable future.)
2. Work closely with colleagues and community members to ensure that support across both projects is responsive to the needs of all individuals and the entire LGBT+ community
3. Work closely with our Asylum Seeker and Refugee project, providing emotional and practical support for this part of the community
4. Work in partnership with a range of statutory and voluntary sector agencies, groups and individuals
5. Contribute to the recruitment and supervision of sessional workers and volunteers
6. Use a range of monitoring and evaluation tools to help the projects clearly demonstrate their impact and learning
7. Prepare and contribute to a range of written and verbal progress reports including reports to the funders and impact reports
8. Act with a high degree of autonomy, initiative and flexibility, and take an active role in service development and continual improvement
9. Work closely with the Service Manager to ensure the agreed outcomes of the project are achieved
10. Work closely with the wider staff team to ensure the projects are promoted through all of the organisation’s work and publicity
11. Attend relevant external meetings, conferences and training as part of continuing professional development
12. Work as part of the staff team: attending team meetings, undertaking supervision, and participating in the annual appraisal system
13. Work in accordance with the organisation’s policies and procedures, including equal opportunities, health and safety, confidentiality, and financial systems
14. Be willing to regularly work flexible hours, including evenings and weekends
15. Occasionally carry out any other duties which may be reasonably required of the post holder relevant to the main purpose of the post.

The project will be delivered in Glasgow. The post holder will be based in our offices in Glasgow when restrictions allow, though there may be occasional travel to our offices in Edinburgh and flexibility for continued homeworking. All our staff are currently working from home and we anticipate this will continue until autumn 2021. Thereafter we anticipate that we will deliver a blended model of in person and online delivery. **This job description will be reviewed annually and may be subject to change.** |

Person Specification

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| Category | Skills / Attributes | Essential (E) / Desirable (D) |
| Education and Knowledge | Degree or equivalent professional qualification  | D |
| Excellent knowledge of issues facing trans individuals and communities as well as the wider LGBT+ community  | E |
| Excellent knowledge of issues facing trans individuals and communities. | E |
| Able to provide information and guidance relating to gender identity issues, transitioning, asylum process | D |
| Strong understanding of common mental health issues/concerns, supporting individuals and signposting | E |
| Broad awareness of relevant services and support available to trans people in Glasgow  | E |
| Experience | Supporting adults with complex needs or who have experienced trauma.  | E |
| Supporting individuals who are experiencing emotional distress and/or mental health difficulties. | E |
| Nurturing peer support. | E |
| Delivering and facilitating group events and workshops. | D |
| Supervising volunteers and/or staff. | D |
| Collecting and collating data, feedback and case stories | D |
| Positive partnership working. | D |
| Skills and Qualities | Excellent communication skills. | E |
| Ability to set priorities and manage a workload while remaining responsive to competing demands. | E |
| Understand the importance of confidentiality and when it is appropriate/necessary to share confidential information | E |
| Computer literacy, with familiarity in using Outlook and Zoom | E |
| Ability to work as part of a team, working with volunteers as well as using own initiative. | E |
| Ability to work flexible hours, including evenings and weekends | E |
| Ability to learn quickly  | E |
| Personal Qualities | Willingness to abide by the LGBT Health and Wellbeing’s Policies and procedures. | E |
| Use of internal supports including induction, supervision and incident reporting | E |
| Non-judgmental, inclusive and supportive. | E |
| Punctuality, reliability and integrity. | E |

General Terms and Conditions of Employment

**Salary**

The starting salary for the post is £26,674 (pro rata)

Your salary will be paid monthly in arrears, on or around the 4th Thursday of each month, direct to your bank/building society account and subject to normal statutory deductions for National Insurance and PAYE Income Tax.

**Hours of Work**

Your hours of work are 21 hours per week, with a minimum of 30 minutes break for lunch each day if working a full day (unpaid). These working hours are flexible and weekend and evening work will be necessary. Time off in lieu (TOIL) will be available under the terms of the existing policy.

**Location of Post**

Currently LGBT Health staff are working from home in accordance with Scottish Government guidance in response to the Covid-19. Once we re-open our offices, this postholder will be based in our office at Queen’s Crescent, Glasgow. Until this period, the post holder will be expected to work from home and therefore must have access to Wi-Fi and access to a confidential space.

**Probationary Period**

New employees’ employment is subject to satisfactory completion of a six month probationary period. The organisation reserves the right to extend this period at its discretion. The organisation will assess and review your work performance during this time and reserves the right to terminate your employment at any time during the probationary period.

**Funding**

Funding for this post comes from a range of sources. Initial funding is in place for 1 year, with the possibility of this being extended.

**Annual Leave and Public Holidays**

Paid holiday entitlement is 25 days per annum pro rata (plus 10 public holidays), calculated pro rata from the anniversary date of your employment. The holiday year runs from 1st April to 31st March.

The organisation recognises the following 4 public holidays and you are expected to take these days as a holiday; 25th December, 26th December; 1st January and 2nd January. The remaining 6 days public holiday entitlement can be taken throughout the leave year.

All periods of annual holiday must be authorised in advance by your line manager. You are required to submit holiday requests in writing to your line manager as early as possible, normally giving a minimum of two weeks’ notice. Requests for annual holiday will normally be granted on a ‘first come, first served’ basis.

For a full-time post, no more than 5 annual leave days can be carried forward from the previous annual leave year. Any carryover request should be made to your line manager and this leave must be used in the first quarter of the new leave year.

**Compassionate Leave**

In the case of urgent distress or crisis or in the light of a particular domestic situation, you may be entitled to up to 5 working days leave on full pay at the discretion of your line manager.

**Notifying Sickness**

If you are absent from work owing to sickness or accident you must notify your line manager before 10am on the first day of absence. If you are absent from work for up to 7 working days (including weekends and public holidays), you must complete a self-certification certificate on the day of your return to work and hand it to your line manager. If you are absent for more than 7 days, you must obtain a medical certificate and send or give it to your line manager.

On your return to work after any period of absence you must complete an absence form and have a Return to Work meeting with your line manager.

**Maternity, Parental and Adoption Leave**
Staff are entitled to statutory maternity leave only. Staff are expected to give their line manager a minimum of 21 days written notice of pregnancy and intention to take maternity leave.

Staff are entitled to statutory paternity leave only. Co-parents will be entitled to the same leave as available under paternity leave regulations. Staff are entitled to statutory adoption leave only.

**Pensions**

The organisation has a qualifying workplace group pension scheme which is provided by Standard Life Pensions. After your first three months of employment you may be eligible to join the scheme as detailed in the Pensions Act 2008 (pensions auto enrolment). The organisation will pay 6% of your gross salary as an employer pension contribution. Employees will be required to make an employee contribution to satisfy the government legislation’s minimum total contributions.

**Expenses**

When you are travelling or otherwise involved in the organisation’s business, the organisation will pay your reasonable travelling, accommodation and out of pocket expenses. You should obtain receipts and present all expense claims for approval by your line manager as requested, ensuring claims are for no more than three months of expenditure. The organisation reserves the right to refuse to pay an expense claim where the expenditure is unreasonable, disproportionate or unnecessary.

**Notice**

The first six months in post is designated as a probationary period. During the three month of probation, the organisation may terminate this contract of employment in writing giving one week’s notice, in line with the performance appraisal policy. During month three to six, the minimum period of written notice of termination of the Contract of Employment is one month by the organisation or the employee.

Following successful completion of the probationary period the notice period given by the organisation to the employee is two calendar months; equally the employee must give two months written notice to their line manager.

The organisation may exclude these notice provisions in the event of your dismissal for gross misconduct.