

Helpline Coordinator

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 **Helpline Coordinator** is a key role within LGBT Health and an exciting opportunity to help us 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 the Helpline Coodinator post. 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.

Please note, the deadline for applications is **9am Tuesday 23rd March 2021.** We aim to contact short-listed applicants **5pm Friday 26th March 2021**, therefore please ensure that your application includes an email where you can be contacted.

Interviews are scheduled via zoom on **Friday 9th 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 do not provide feedback.**

Role Profile

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| Role Title | **LGBT Helpline Coordinator** |
| Responsible to | Service Manager  |
| Hours per Week | 21 hours per week (part-time) You would be required to work Tues and Wed (full days) as core hours. Other hours are negotiable but flexibility will be required around helpline delivery  |
| Office Base | Edinburgh |
| Salary |  £26,674 (pro rata) based on full time 36 hours per week  |
| Funder | Scottish Government, NHS Lothian and LGBT Consortium  |

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| Main Purpose of Role |
| LGBT Helpline Scotland provides lesbian, gay, bisexual and transgender (LGBT) people across Scotland with a single point of contact for information, signposting and support on issues around sexual orientation, gender identity, hate crime, equality and human rights, employment and health. The service offers emotional support that is LGBT-affirmative, and information that enables individuals to better link into local mainstream services and support, as well as connect them with local LGBT people. In response to Covid-19 we extended our Helpline opening times to enable community members, allies, family members and professionals to contact the Helpline on a Tues (1-9pm), Wednesday (1-9pm), Thursday (1-6pm) and Sunday (1-6pm). We are contactable via our phone lines, email and Livechat. We experienced a significant rise in engagements over the past 6 months, with around 900 people contacting us for support.The post holder will lead the Helpline team, which currently consists of a Helpline Assistant, 2 sessional staff and 15 volunteers. During the current restrictions our staff and volunteers are delivering Helpline engagements from a confidential space in their own homes. Once current restrictions are lifted the Coordinator will be based in our Edinburgh office, which is fully accessible. It is likely that future helpline provision will be blended with a mixture of office and home delivery.The expectation of the **LGBT Helpline Coordinator** is that you will lead our national LGBT Helpline. This will entail recruiting and supervising staff and volunteers, carrying out intensive induction training, overseeing ongoing data collection and compiling reports, addressing any performance issues and identifying gaps in delivery, liaising with funders and partners, taking responsibility for evaluation and ongoing promotion of the Helpline, and contributing to our fuller LGBT Health team.The LGBT Helpline Coordinator will have experience of coordinating a large team of staff/volunteers, have worked/volunteered on a helpline, be knowledgeable of the support needs of LGBT people and how to respond to these needs, and committed to LGBT equality. We require an individual with excellent communication skills who can motivate volunteers and staff to deliver a high quality service. |

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| Principal Responsibilities |
| * Lead a service that provides LGBT people throughout Scotland with a high standard of emotional and practical support via phone, email and Livechat.
* Be responsible for recruiting, training and supporting a large team of volunteers and staff. Ensuring that volunteers and staff benefit from their commitment to the Helpline.
* Lead on internal structures key to helpline delivery, including volunteer and staff rotas, reporting database, signposting database, and necessary phone equipment
* Safeguard callers who are exhibiting dangerous behaviour either towards themselves or to the public, and to act to diminish risk accordingly.
* Collect data, service feedback and case stories for the purposes of reporting and to shape the development of the Helpline.
* Promote the Helpline to LGBT people and professionals throughout Scotland.

**These responsibilities 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 (e.g. in community development, counselling or volunteer management) | D |
| Excellent knowledge of the diverse issues facing LGBT communities, including those who may be particularly marginalized, geographically isolated and vulnerable. | E |
| Solid understanding of relevant services and social opportunities available to LGBT people throughout Scotland  | E |
| Experience | Experience of helpline delivery.  | E |
| Experience of supporting individuals who are experiencing emotional distress and/or mental health difficulties. | E |
| Experience of recruiting, inducting, mentoring and supporting a team of volunteers. | E |
| Experience of recruiting, inducting and supervising staff. | D |
| Experience of planning and delivering training.  | E |
| Experience of collecting and collating data, feedback and case stories, and writing reports. | E |
| Experience of service promotion | E |
| Skills and Qualities | Excellent verbal and communication skills | E |
| Ability to lead a team while working remotely | D |
| Ability to challenge examples of poor performance | E |
| Capacity to mentor and develop volunteers and sessional staff. | E |
| Excellent inter-personal skills, non-judgemental, empathetic approach and ability to work sensitively with a wide variety of people at all levels | E |
| Ensure that all volunteers can be sensitive to callers experiencing distress and be able to discuss sensitive issues such as sexual orientation, gender identity, self-harming behaviour, family conflict, relationship problems, sex, sexual health, abuse, hate crime, etc. | E |
| Understand adult support and protection and the importance of confidentiality and when it is appropriate to share confidential information | E |
| Computer literacy with familiarity in using Outlook, Zoom, online database, Livechat and Apps.  | E |
| Ability to work as part of a team as well as using own initiative. | 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 |
| 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 (unpaid). You must be available to work during Helpline opening times which will require working late afternoons and evenings on Tuesdays and Wednesdays, and on Thursdays. We also expect that you will be available to work additional hours to deliver our extensive induction training.

**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 accessible office at Duncan Place, Edinburgh. Until this period, the post holder will be expected to work from home and therefore will require to 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**

This post is funded by Scottish Government, NHS Lothian and LGBT Consortium.

**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.