



# Counselling Coordinator (Glasgow Trans Support Project)

## Candidate Pack

October 2022



# 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) people in Scotland. We provide support, services and information to improve health and wellbeing, reduce social isolation and stimulate community development.

LGBT Health and Wellbeing recognises that all our staff are fundamental to our success and we need to be able to attract and retain staff of the highest calibre. A professional approach to recruitment is essential to achieving this.

We also acknowledge that some people have faced barriers or systemic prejudice in recruitment processes, that make them less like to apply or succeed. LGBT Health and Wellbeing are committed to identifying and addressing these barriers to ensure our recruitment process does not discriminate or deter people from applying.

Although known as 'LGBT' Health and Wellbeing, we provide information and emotional support to the entire diversity of the lesbian, gay, bisexual and transgender (LGBT) community across Scotland, including queer, intersex, asexual people and all identities under the LGBTQIA+ umbrella. This includes the families, friends and supporters of LGBT people, and health and social care professionals working with LGBT people. We also support those questioning or wanting to discuss their sexuality or gender identity.

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 **Counselling Coordinator (Trans Support)** is an exciting new role within LGBT Health and Wellbeing, 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 Wellbeing 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 Counselling Coordinator (GTSP) 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 on Tuesday 1<sup>st</sup> November 2022**. We aim to contact short-listed applicants by 5pm on Friday 4<sup>th</sup> November 2022 therefore please ensure that your application includes an email where you can be contacted.

Interviews are scheduled at our Glasgow office on **Friday 18<sup>th</sup> November 2022**. We will require you to be available for interview on that day.

Applications should be emailed to [Louise@lgbthealth.org.uk](mailto: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 unable to provide feedback.**



# Role Profile

Role title	Counselling Coordinator (Trans Support)
Responsible to	Service Manager (Glasgow)
Hours per week	28 hours per week (part-time)
Office base	The Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ
Salary	<b>£29,168</b> (paid pro rata for 28-hour post based on 36-hour week)
Funder	This post is currently funded by the GHSCP for 1 year.

Main Purpose of Role
<p><b>Main purpose of the job:</b></p> <p>To support and improve the mental health of trans and nonbinary people in the Greater Glasgow &amp; Clyde area.</p> <p>The post holder will contribute to the development and delivery the organisation's Trans Support Project as part of a wider programme of wellbeing support for trans and nonbinary people, as well as those questioning their gender or gender identity.</p> <p>This post will lead on the provision of one-to-one mental health support to these individuals through:</p> <ul style="list-style-type: none"> <li>• Day-to-day running of the (Trans Specific) Counselling Service, including referrals and the waiting list, and delivering appointments where necessary</li> <li>• Responding to enquiries from trans and nonbinary people about mental health support and services, and signposting internally and externally</li> <li>• Delivering support to trans and nonbinary people through face-to-face appointments, phone, or video alongside our GTSP Development Worker, and carrying a small caseload.</li> <li>• Supporting trans and nonbinary people to develop confidence to access a range of services and support in Glasgow, including Gender Identity Services and third sector support</li> <li>• Working with our Trans Support Development Worker to support trans and nonbinary individuals to access gender affirming healthcare and mental health support</li> </ul> <p>The post holder will be responsible for all aspects of volunteer support and volunteer management in relation to the volunteer counsellors on their team.</p> <p>Adaptability is required to work both online and face-to-face; and to support blended delivery of both remote and face-to-face counselling and one-to-one services.</p>

## Principal Responsibilities

### **Trans Counselling Service:**

- Work with the Service Manager, Counselling Coordinator and Trans Support team to set up and lead our new trans-specific Counselling Service
- Ensure robust and effective management of all aspects of the service, including all online systems of record keeping.
- Undertake initial assessments of trans and nonbinary people wishing to access the Counselling Service and manage the allocation process, including waiting list.
- Work with the other Counselling Coordinator to ensure flow of relevant applications between services
- Allocate new referrals to the volunteer counsellors ensuring that they have the professional skills and experience to deliver a high-quality service to each individual client's needs.
- Oversee diary management of volunteer counsellor hours, room bookings and liaising directly with clients as required.
- Undertake a small caseload of individual counselling and support work.
- Ensure that volunteer counsellors are appropriately supervised, and act as the main point of contact with group and individual clinical supervisors for your team. Oversee recruitment of group supervisors when necessary.
- Have clinical responsibility for clients, and ensure appropriate risk assessments are undertaken.

### **One-to-One Support:**

- Provide responsive and culturally sensitive one-to-one appointments to individuals around their emotional and mental wellbeing, particularly in relation to their gender identity.
- Support individuals to access the range of services offered by LGBT Health, as well as mainstream support, alongside other Trans Support Development Workers liaising where appropriate
- Respond to and track initial queries about counselling and support sensitively, ensuring these are responded to in a timely, confidential and effective way.
- Ensure client records are maintained and impact of counselling and support
- Demonstrate an active commitment to community involvement and continual improvement by consulting with trans individuals and key stakeholders to develop and promote the one-to-one support service

### **Volunteer Management**

- Recruit, appoint and induct new volunteer counsellors, checking that they are suitably qualified, have a satisfactory disclosure check and references and are able to provide a professional therapeutic service to trans and nonbinary people
- Ensure that volunteer counsellors receive agreed professional supervision that is both ethical and in line with British Association for Counselling and Psychotherapy (BACP) guidelines.
- Ensure that BACP requirements are upheld and that governance arrangements are in place to monitor this.

- Identify and co-ordinate ongoing (in-house) CPD training to ensure volunteer counsellors have the necessary training and development opportunities to enable them to provide effective, and emotionally sensitive support to clients
- Manage volunteer counsellors through providing effective and supportive supervisory leadership, communication and team working with other colleagues

### **General**

- Manage safeguarding incidents and complaints in line with LGBT Health's policies and procedures.
- Ensure that the confidentiality of clients is maintained, and ensure that record-keeping systems are kept in line with our counselling service data protection policies and protocols.
- Liaise with relevant NHS, Health and Social Care, and third sector agencies; ensuring collaborative working relationships and referral routes are developed and maintained.
- Develop and ensure robust recording systems are in place for all aspects of the services, including any financial transactions.
- Implement monitoring and evaluation systems to ensure effective impact measurement, including through the use of CORE evaluation and WEMWBS, and ensure that statistical information on the demand and impact of the service is routinely collected and reported.
- Oversee and conduct up-to-date monitoring and evaluation of services
- Prepare regular progress reports to feed into internal and funder's reports.
- Work with our MHP Development Worker to allocate one-to-one sessions to them
- Working with our comms team, market and promote the service by developing promotional material, and ensure the project is promoted through LGBT Health's website, quarterly programme and e-bulletins.
- Work as part of the wider staff team at LGBT Health; attending team meetings, regular support and supervision sessions with the Service Manager, take part in appraisal and provide cover for colleagues when required.
- Work flexible hours including some evenings and weekends, for which time off in lieu can be taken.
- Work in accordance with the organisation's policies and procedures, including equal opportunities, health and safety, confidentiality and financial systems.
- Carry out any other duties as may be determined from time to time by managers which may be reasonably required of the post holder relevant to the main purpose of this post.

**This job description will be reviewed annually and may be subject to change based on the needs of the community and organisation.**

# Person Specification

Category	Skills / Attributes	Essential (E) / Desirable (D)
<b>Qualifications &amp; Experience</b>	BACP or COSCA-recognised diploma qualification in Counselling or equivalent, and be bound by BACP Code of Ethics	E
	Extensive experience of providing paid or voluntary listening based emotional support	E
	Experience of working with vulnerable adults including those with mental health issues and those from marginalised communities (particularly trans and nonbinary people)	E
	Experience of recruitment, training, support and management of volunteers	D
	Experience of conducting initial assessment sessions with clients ahead of accessing services	D
<b>Understanding &amp; Knowledge</b>	Understanding of, and commitment to, equal opportunities and addressing the health inequalities experienced by trans and nonbinary people	E
	Good understanding of the diverse needs of LGBT+ communities (including trans and nonbinary people.)	E
	Understanding of safeguarding and need for confidentiality	E
	Understanding of CORE evaluation system and WEMWBS	D
<b>Skills &amp; Abilities</b>	Use of internal supports including induction, supervision and incident reporting, and external supervision	E
	Excellent inter-personal skills. Non-judgmental, empathetic approach; and ability to work sensitively with a wide variety of people from different communities, identities & backgrounds	E
	Capacity to mentor and develop volunteers	E
	Understand the importance of confidentiality and when it is appropriate to share confidential information	E
	Computer literacy, with familiarity in using Office365, Sharepoint, Teams and online databases	E
	Able to gather statistical information to produce good written work including evaluations records and accurate reports.	E
	Able to work on own initiative, set priorities and manage workload, while remaining responsive to others & working as part of a team	E
<b>Personal Qualities</b>	Willingness to abide by LGBT Health policies & procedures.	E
	Punctuality, reliability and integrity.	E
	Excellent verbal and communication skills	E
	Positive and proactive approach to partnership working	E

# General Terms and Conditions of Employment

## Salary

The starting salary for the post is £29,168 pro rata. Your salary will be paid monthly in arrears, on or around the 4<sup>th</sup> 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 28 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

## Location of Post

The post holder will be located in our Glasgow office (Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ). The post holder will be able to balance their hours between the office and home-working. If the post holder anticipates some of their hours will be spent working from home, we will require them to have access to Wi-Fi and access to a confidential space.

## Pre-employment checks

Once given a conditional offer of employment we will require 2 satisfactory references, a relevant PVG check and the completion of a medical form before a contract is issued.

## 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 currently funded by Glasgow Health & Social Care Partnership.

## 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 1<sup>st</sup> April to 31<sup>st</sup> March.

The organisation recognises the following 4 public holidays and you are expected to take these days as a holiday; 25<sup>th</sup> December, 26<sup>th</sup> December; 1<sup>st</sup> January and 2<sup>nd</sup> 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.