



# Telefriending Coordinator

## Candidate Pack

April 2024



# About LGBT Health and Wellbeing

LGBT Health and Wellbeing was established in 2003 to support the health and wellbeing of lesbian, gay, bisexual and transgender (LGBT+) people in Scotland. We're a nationally respected charity that provides support services and social spaces that improve health and wellbeing, reduce social isolation, and increase community connection.

Although we are known as 'LGBT' Health and Wellbeing, we provide support and services 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. We also support families and friends of LGBTQ+ people, and health and social care professionals working with LGBTQ+ people, as well as those questioning or wanting to discuss their sexuality or gender identity.

As well as providing support programmes for LGBTQ+ people, the organisation directly contributes the expertise of our community members to a wide range of individuals and organisation, including the Scottish Government in an effort to influence the development of law, policies, and strategies.

We are increasingly recognised as a 'go to' organisation in relation to LGBT issues, especially concerning 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

LGBT Health and Wellbeing's current high-level objectives are to:

- Make a real difference to our community.
- Generate funds from a diverse income stream, and increase awareness of our organisation.
- Attract and retain the best possible team of staff and volunteers who are suitably placed to serve our community.
- Develop and implement effective and efficient organisational processes and systems.



You can read more about our aims within these objectives [here](#).

## About this role

The Telefriending Project is one of LGBT Health's two services that focuses upon the needs of LGBT older people (aged 50+) throughout Scotland. The other age-specific project is LGBT Age Social Project. Both projects have a national remit and reflect the unique experiences and support needs of community members who lived during less tolerant times. LGBT older people (aged 50+) are more likely to live alone, less likely to have had children, more likely to be estranged from their biological families, and more likely to need care as they age.

The Telefriending service offers a free, regular phone call from our Telefriending team. One of our key aims is to reduce social isolation and to help older community members to feel connected with the LGBT+ community. The Telefriending team comprises sessional staff and volunteers. Currently, we have 4 sessional staff and 2 volunteers in our team, and have 6 new telefriending volunteers currently undergoing induction training.

The successful candidate will take over the role from our existing Telefriending Coordinator, who is due to leave their post in early June. Current funding for this role runs until 31<sup>st</sup> March 2025. The organisation will work towards securing alternative longer term funding for the project before this date to ensure service delivery is maintained.

The Telefriending Coordinator is central to this vital service. The successful candidate will supervise all of the matches between telefrienders and telefriendees, ensuring that calls are being made regularly, and that telefrienders feel competent and supported in their role.

The Telefriending project supports a number of older community members who are vulnerable due to mental health, emotional difficulties and physical health difficulties. We therefore seek a Telefriending Coordinator who has experience in supporting community members who are vulnerable, as well as having experience in effectively coordinating a large number of people.

# Role Profile

Role title	<b>LGBT Age Telefriending Coordinator</b>
Responsible to	Service Manager (National Projects)
Responsible for	Telefriending sessional workers and volunteers
Hours per week	16 hours per week (part-time) ideally worked over 2-3 days
Office base	Edinburgh or Glasgow
Salary	£30,153 pro rata (base on 36 hours per week)
Funder	Henry Smith Charity
Length of contract	Fixed term contract until 31 <sup>st</sup> March 2025

## Main purpose of role

Our Telefriending service delivers a regular, friendly call to older (50 years+) people across Scotland who are LGBT+. The calls are made by a group of telefrienders comprised of sessional staff and volunteers. The telefrienders make calls to telefrienndees from a confidential space in their own homes. We regularly make calls to telefrienndees throughout Scotland.

The expectation of the Telefriending Coordinator post holder is that you will lead on the delivery of the Telefriending Service, including:

- carrying out the initial assessment calls with new referrals and allocation of referrals
- induct, support, train and supervise volunteers and sessional staff
- coordinate staff and volunteer rotas
- promote the service to community members and potential referrers
- review ongoing delivery with a focus upon safeguarding.
- lead on collecting and collating reporting data

The Telefriending Coordinator will have experience of delivering telephone support, supervising, staff and volunteers, supporting vulnerable people and be a good communicator. They must have a strong commitment to LGBT equality and an interest in older peoples' issues.

## Principal duties and responsibilities

The post holder will be the lead staff member ensuring the day-to-day delivery of the Telefriending Service. They will be managed by the Service Manager for National Projects, and work closely with the Development Worker for LGBT Age Social Project. The post holder will have contact with other LGBT Health and Wellbeing staff based in both our Edinburgh and Glasgow offices. You will be expected to work from our Edinburgh or Glasgow office at least one day a week (based upon the preferred office location of the new postholder).

The post holder's duties and responsibilities will be to:

- Act with a high degree of autonomy and initiative, taking an active role in service delivery and continual improvement.
- Carry out initial assessment calls with new referrals, allocate referrals and/or link individuals into other appropriate sources of support.
- Regularly review our delivery ensuring that our service is meeting the needs of older community members, some of whom have complex needs.
- Supervise and support volunteers and sessional staff, including through regular support and supervision, team meetings and group supervision.
- Coordinating staff and volunteer rota, occasionally providing cover where needed.
- Ensure safeguarding systems are in place to ensure regular contact is maintained with those accessing the service
- Respond to incidents, feedback and complaints.
- Contribute to the promotion of the service through working with our Communication team.
- Promote the Telefriending Service to stakeholders within the health, housing, social care, voluntary and LGBT sector to encourage signposting and referrals.
- Lead on service evaluation and ensure reporting data is collected and collated.
- Work as part of the LGBT Health staff team, attending team meetings, undertaking supervision and participating in the annual appraisal system.
- Work in accordance with the organisation's policies and procedures, including around equal opportunities, staff and volunteer management, health and safety, confidentiality and financial systems.
- Carry out any other duties as may be determined from time to time which may be reasonably required of the post holder relevant to the main purpose of the post.

**These responsibilities will be reviewed annually and may be subject to change.**

# Person Specification

Category	Skills / Attributes	Essential (E) / Desirable (D)
Education and Knowledge	Degree or equivalent professional qualification	D
	Excellent knowledge of issues facing LGBT communities, including older people and those who may be particularly marginalised and vulnerable	E
	Broad understanding of relevant services and social opportunities available to LGBT people throughout Scotland	D
Experience	Experience of helpline/phone support delivery	D
	Experience of mentoring others to develop their skills	D
	Experience of supporting individuals who are experiencing emotional distress and/or mental health difficulties	D
	Experience of leadership.	D
	Experience of collecting and collating data, feedback and case stories	D
Skills and Qualities	Excellent communication skills	E
	A compassionate, understanding and non-judgmental approach to providing sensitive, safe, and empowering support	E
	Understand the importance of confidentiality and when it is appropriate to share confidential information	E
	Computer literacy with familiarity in using Outlook, Zoom/Teams and online database	D
	Ability to work as part of a team as well as using own initiative	E
	Good organisational and time management skills, including planning, managing, monitoring and prioritising own and others workload	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
	Punctuality, reliability and integrity	E

# Recruitment Process

This candidate pack outlines the role and skills that we are looking for, as well as the selection process and timelines you can expect from us. We ask you to complete the application form.

Please note, that the deadline for applications is **Monday 13<sup>th</sup> May, 9am.**

We will contact short-listed applicants by **5pm on Thursday 16<sup>th</sup> May.**

**Please ensure that your application includes an email where you can be contacted.**



**Interviews are scheduled to take place in-person at our Edinburgh office on Monday 27<sup>th</sup> May, from midday until early evening.** We ask you to be available for interview on that day and will be as flexible as possible with regards to time.

Applications or enquiries should be emailed to Maria Power, People Support Coordinator at [Maria@lgbthealth.org.uk](mailto:Maria@lgbthealth.org.uk). We'd be grateful if you could also complete your **diversity monitoring form**, as per instructions provided on the Application form.

LGBT Health and Wellbeing is an equal opportunities employer committed to finding the very best candidate for this position. We aim to create an equal and fair recruitment process open to all. We commit to being accessible and welcoming to all the diverse communities and partners that we engage with. If there is anything that we can do to help you to be your best self throughout this process, please let us know.

We regret that applicants who are not short-listed for interview will not be contacted, nor are able to provide feedback at that stage. All applicants who are invited to interview will be offered feedback by email or via phone call.

# Our offer to you

## Salary

We can offer a salary of £30,153 pro rata (base on 36 hours per week). The organisation strives to award an annual cost of living increase, usually in quarter 2 of the financial year.

## Flexible working

We recognise that since 2020 a lot about how we fit work in to our lives has changed. We are keen that we continue to look at new ways of working and enable you to bring your best self to work. We understand that this means different things to different people and are keen to actively encourage those conversations at the point of recruitment and beyond.

We realise that for some people hybrid working offers flexibility and empowerment, whilst others prefer to work from a designated office with colleagues. We're able to offer office spaces in Edinburgh and Glasgow, and can support remote homeworking too.

Our current hybrid working policy asks that everyone in our team works from one of our offices at least **one day per week** to help foster team connection and collaboration. Whatever approach you prefer we are willing to consider this.

Our **Edinburgh office** is located in Leith and is a few minutes away from a tram stop (bottom of Leith Walk). The office offers a range of meetings rooms and kitchen where lunch break can be taken.

Our **Glasgow office** is near Glasgow Green and a short walk from Queen Street Train station. Our offices offer free parking spaces.

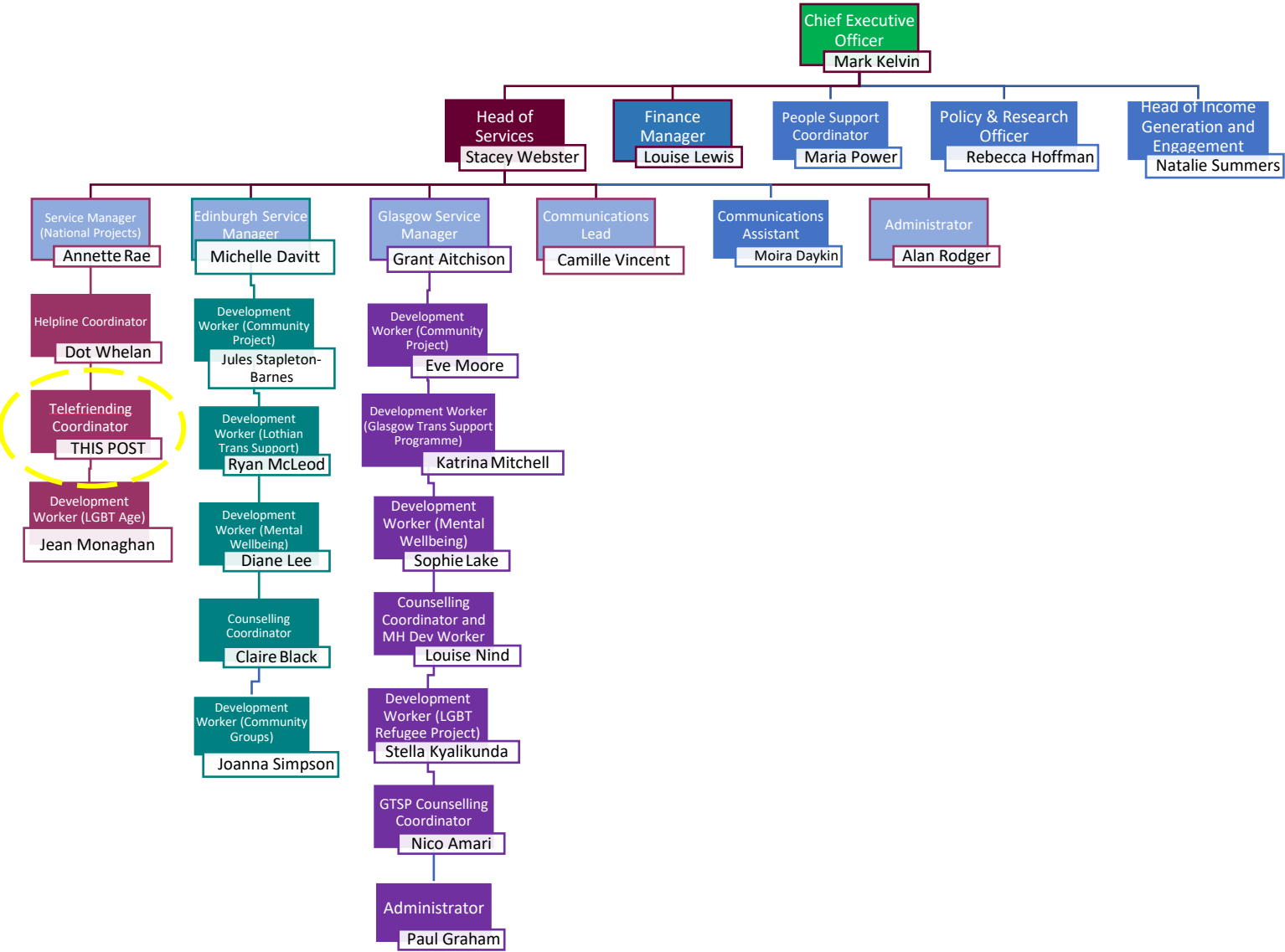
We will consider flexible working patterns, and have a number of staff working condensed hours or non-traditional patterns.

## In addition...

- Access to a Group Personal Pension with a 6% contribution from the organisation.
- 31 days annual leave – we don't insist that you work on public holidays, unless you want to take those days off – you choose!
- We do close our offices for 2 weeks in December and we expect everyone to take at least 4 days off at this time of the year (25/26 Dec and 1/2 January). Lots of our team take a well-deserved fortnight's break during this time of year and some choose to work in between.
- We have a TOIL system in place, so that in the event you have to work additional hours in order to meet a funding deadline, at least you'll be able to rest-up soon after!
- Service-related sick pay from day 1
- Long service recognition with additional annual leave awarded
- We are a carer positive organisation and have a range of family friendly policies.
- Queer-led organisation. All of our staff and volunteers identify as LGBTQ+ or are a strong and active ally (with the vast majority being LGBTQ+).
- Employee Assistance Programme, with anonymous access to an online wellbeing portal, advice, and face-to-face counselling.
- Active staff Working Groups, including Anti-Racism and Staff Wellbeing groups.



# Our Team



## **General Terms and Conditions of Employment**

(Please note these Terms and Conditions are currently under review and subject to change)

### **Salary**

The salary for the post is £30,153 pro rata (base on 36 hours per week). 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 16 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 either our Glasgow office (Adelphi Centre, 12 Commercial Road, Glasgow G5 0PQ), or Edinburgh Office (Duncan Place, Leith, EH6 8HW). Scope for occasional remote working and a flexible work pattern is negotiable to suit the individual and the requirements of the post. 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.

### **Annual Leave and Public Holidays**

Paid holiday entitlement is 26 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.

IN exceptional circumstances, 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 (pro rata) 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.

## **Birth Parenting, Parental and Adoption Leave**

Staff are entitled to statutory birth-parenting (maternity) leave only. Staff must inform their line manager, in writing, at least 15 weeks before the baby is expected:

- The date that the baby is due, and ;
- The date they wish to start their birth-parenting leave

Staff are able to change their birth-parenting leave date within 28 days' notice. Staff can change their return to work date if they give 8 weeks' notice.

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 probation, the organisation may terminate this contract of employment in writing giving one week's notice, in line with the performance appraisal policy.

Following successful completion of the probationary period, the minimum period of written notice of termination of the Contract of Employment to be given by the organisation to the employee is one calendar month; the employee must give 1 month's written notice to their line manager.

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