



Helpline Assistant Role

Candidate Pack

June 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 LGBT+ Helpline Scotland offers a single point of contact for LGBT+ affirmative information, signposting and emotional support on a range of issues including sexual orientation, gender identity, sexual health, coming out, relationships, hate crime, equality and human rights, conversion practices, employment and health.

The LGBT+ Helpline is available 4 days a week: Tuesday, Wednesday and Thursday from 12-9pm and Sunday 1-6pm. LGBT+ community members, throughout Scotland, can contact us via our free helpline number, or email us or use Livechat. We support community members who identify as LGBT+, those who are exploring their sexual orientation and/or gender, and also welcome enquiries and offer support to friends and family, and to professionals.

The new role of LGBT+ Helpline Assistant will join a Helpline team that currently amounts to 25 people, which includes our Helpline Coordinator, 6 sessional staff and 18 volunteers. The Helpline is managed by our Service Manager for National projects.

Relatively recently, we expanded the Helpline opening times, with a consequential increase in the size of our delivery team. The expectation of the LGBT+ Helpline Assistant is to support the LGBT+ Helpline Coordinator in running the delivery of the Helpline. The LGBT+ Helpline Coordinator works 21 hours per week (Tues – Thurs, daytime hours). The postholder will complement the working hours of the LGBT+ Helpline Coordinator, whilst also ensuring that there is sufficient cross-over in working periods between both posts.

Role Profile

Role title	LGBT+ Helpline Project Assistant
Responsible to	Service Manager (National Projects)
Responsible for	Assisting with the delivery of the LGBT+ Helpline Scotland
Hours per week	16 hours per week (part-time), worked over 3 days. Must be available to work: <ul style="list-style-type: none"> ○ Sunday 12.45-6.15pm ○ And 2 weekday evenings (either Tuesday, Wednesday or Thursday) from 4-9.15pm
Office base	Edinburgh
Salary	£30,153 pro rata (based on 36 hrs pw)
Funder	Scottish Government, NHS Lothian, and Glasgow Health & Social Care Partnership
Length of contract	Fixed term contract until 31 st March 2025

Main purpose of role

The expectation of the LGBT+ Helpline Assistant is to support the LGBT+ Helpline Coordinator in running the Helpline. This will entail supervising volunteers and sessional staff during shifts, taking secondary calls on the Helpline while supporting volunteers, assisting with creating and maintaining the rota, providing direct supervision to some volunteers, assisting with training delivery, updating the resources database, and assisting with promotion.

The postholder must be committed to LGBT+ equality and be LGBT+ culturally aware. We require an individual with experience of providing phone-based emotional support. The postholder must be experienced in supporting volunteers and/or staff. And we require an LGBT+ Helpline Assistant who is highly organised and an excellent communicator.

Principal duties and responsibilities

- Support volunteers and sessional staff when they are taking calls.
- Take secondary calls on the Helpline, working alongside volunteers.
- Assist the LGBT+ Helpline Coordinator in creating and maintaining the helpline rota.
- Provide direct supervision to some volunteers to help them to thrive in their roles.
- Assist the LGBT+ Helpline Coordinator with sourcing and delivering relevant training.
- Assist the LGBT+ Helpline Coordinator in updating the Database which holds vital signposting information on services and support throughout Scotland
- Provide support in promoting the Helpline throughout Scotland
- Take a lead in the absence of the LGBT+ Helpline Coordinator.

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 those who may be particularly marginalized, vulnerable and with intersectional challenges.	E
	Broad understanding of relevant services and social opportunities available to LGBT people throughout Scotland	E
Experience	Experience of providing phone-based emotional support	E
	Experience of creating and maintaining organizational systems (such as rota, resources database, and/or contact lists)	D
	Experience of mentoring others to develop their skills	E
	Experience of supporting individuals who are experiencing emotional distress and/or mental health difficulties	E
	Experience of leadership.	E
	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 and rota systems.	E
	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 8th July, 9am.**

We will contact short-listed applicants by **5pm on Thursday 11th July.**

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 Thursday 18th July. 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. 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 have office bases in Edinburgh and Glasgow, and can support remote homeworking too.

Our current hybrid working policy asks that everyone in our team works from the office at least **one day per week** to help foster team connection and collaboration.

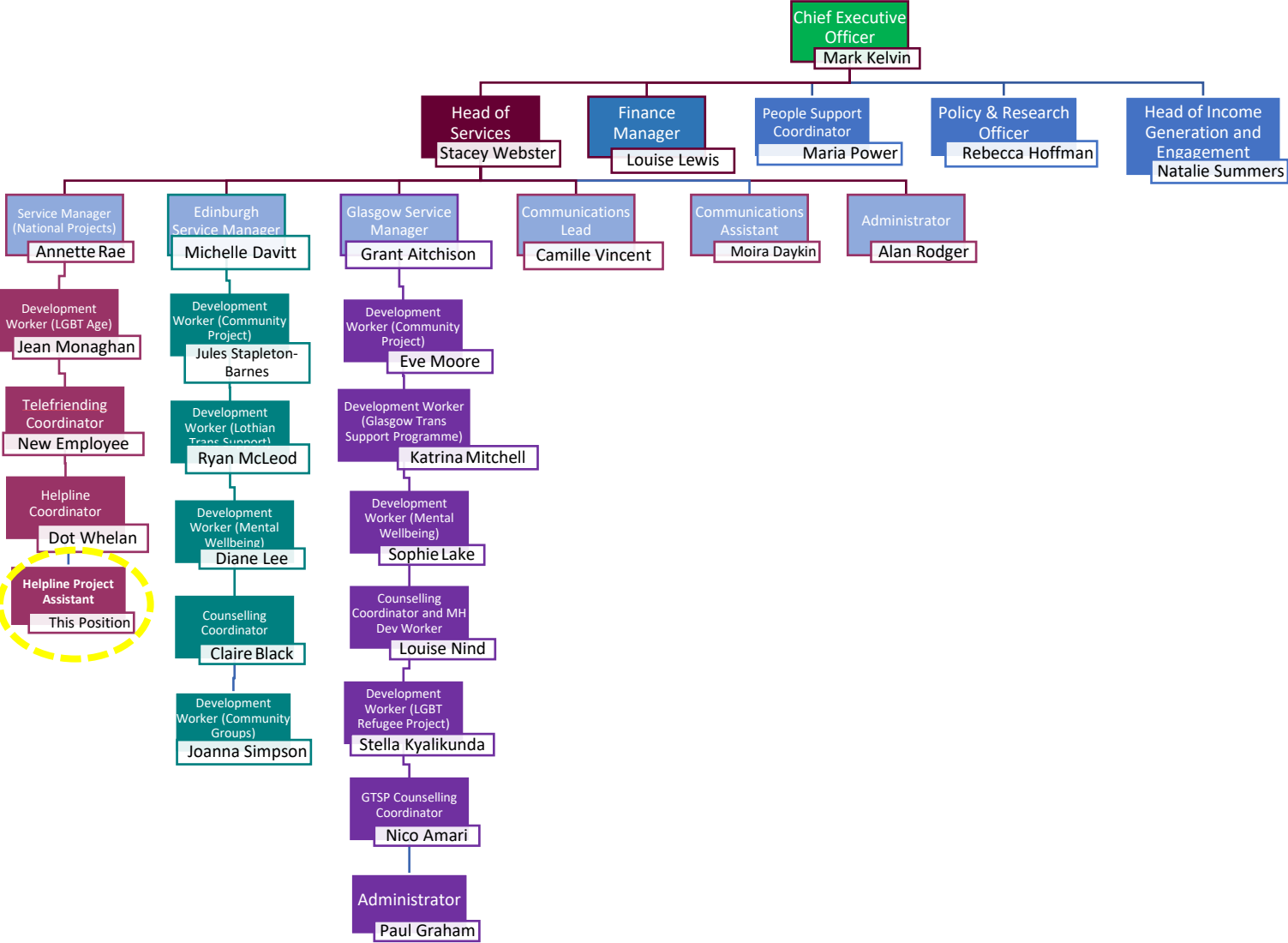
Our **Edinburgh office** is located in Leith and is a few minutes away from a tram stop (bottom of Leith Walk). The office offers a range of meetings rooms and kitchen where lunch break can be taken.

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 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 16 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

Location of Post

The post holder will be based in our Edinburgh Office (Duncan Place, Leith, EH6 8HW). with scope for occasional remote 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.

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 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.

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.