



Mental Wellbeing Development Worker (Glasgow)

Candidate Pack

August 2025



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 suitable 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 postholder will be responsible for the continuing development and delivery of the organisation's Glasgow Mental Wellbeing Project. The Glasgow Mental Wellbeing Project has been running since 2017 and has supported hundreds of queer people to improve their mental wellbeing.

The project supports LGBTQ+ people who experience mental health issues to develop coping strategies through a programme of events, workshops and peer support spaces; and through provision of one-to-one support sessions. We want to support and empower LGBTQ+ people with mental health issues to tackle stigma, discrimination and inequality and contribute positively to their community.

Events are varied based on community need and partnership work, and have previously included: mindfulness, yoga, queer joy, foraging and nature walks, arts & crafts, self-care and boundaries, stress management, building resilience, creating music, and healthy cooking.

The Development Worker will have experience of supervising volunteers and supporting vulnerable people, ideally in a mental health setting; and will be a highly skilled and effective communicator. They must have a strong commitment to LGBTQ+ equality. They will also be aware of the specific challenges and experiences of LGBTQ+ asylum seekers and refugees, as well as trans and nonbinary people.

The weekly allocation is approximately 16 hours towards providing individual support (including relevant paperwork and administrative tasks) and 16 hours organising workshops and events. Some events are recurring; taking place at the same time each month.

The postholder will be able to build and nurture positive partnerships with a range of other organisations and agencies, both statutory and third sector, and be aware of external support services to signpost community members to for support with issues like housing, benefits, physical health and education.

Being able to build and maintain strong, positive relationships internally and externally is important to the success of this role and the service.

We operate hybrid working opportunities and as a minimum staff are expected to work from our offices at least one day a week. During your 6-month probationary period for this role, we would require you to work from our office base in Glasgow City Centre at least 2 days per week.

The role will require the post-holder to have a flexible approach to their working week, and some evening and weekend working might be required.

Role Profile

Role Title	Mental Wellbeing Development Worker (Glasgow)
Responsible to	Service Manager (Glasgow)
Hours per Week	35 hours to be worked flexibly
Office Base	Glasgow
Salary	£31,208 (FTE based on 36 hours pw) £30,341 for 35 hours

Principal duties and responsibilities

The post holder will provide day-to-day delivery of the Glasgow Mental Wellbeing Project. They will also work with the Lothian Mental Wellbeing Project Development Worker and will have contact with other staff based in our Edinburgh and Glasgow offices. They will be expected to work from our Glasgow office at least two days per week.

The postholder will report to the Glasgow Service Manager and will be based at LGBT Health and Wellbeing offices in Glasgow. The role will require the post holder to have a flexible approach to their working week, and evening and weekend work will be required to facilitate some of the project's events and workshops. The post holder's duties and responsibilities will include the following:

- Develop and lead on project planning and delivery of the Glasgow Mental Wellbeing Project, ensuring robust and effective delivery of all aspects of the service.
- Provide individual one to one support appointments to support people with their mental wellbeing
- Work collaboratively and develop strong partnerships with a range of key service providers.
- In consultation with community members and liaison with Service Managers and colleagues, design, deliver and facilitate a programme of events, workshops, courses and groups.
- Be responsible for ensuring that the organisation 'Safer Space' commitment is communicated and upheld throughout all activities delivered.
- Ensure that appropriate risk assessment is undertaken and noted.
- Work closely with community members to embed a community development approach in the planning and development of the project.
- Attend relevant meetings, conferences and training as part of continuing professional development.
- In conjunction with Service Manager oversee relevant individual project budgets.

Across the organisation

- Work as part of the staff team, attending team meetings, undertaking supervision and annual appraisal.
- Work closely with the communications team and other staff to promote and market the project and its offers via social media, website, internal and external e-news bulletins and other listings.
- Produce regular reporting, monitoring and evaluation information for both internal use and for funders/external use as required.
- Work closely with the Service Manager to ensure the outcomes of the project are achieved.

Volunteers and Sessional Workers

- Recruit, manage and supervise sessional workers and volunteers as/when relevant to or required for the project

Service Development

- Act with a high degree of autonomy, initiative and flexibility and take an active role in service development and continual improvement.
- Contribute to the promotion of the organisation's services and activities through networking and promotion as relevant/required, including participation in and engagement with relevant third sector networks and forums.
- Maintain and foster own and organisational knowledge of relevant developments in community health.

Other

- Work in accordance with the organisation's policies and procedures, including equality and diversity, health and safety, confidentiality, safeguarding, financial, lone working, etc.
- Attend relevant meetings, conferences and training as part of continuing professional development.
- Work as part of the wider staff team at LGBT Health including attending team meetings and regular support and supervision sessions with the Service Manager.
- Carry out any other duties which may be reasonably required of the post holder relevant to the main purpose of this post.

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

Person Specification

The below criteria set out examples of 'desirable' and 'essential' skills or experience that will help the post-holder to succeed. The 'desirable' criteria could add an additional advantage to the post-holder but are not necessarily required. The essential criteria are deemed to be the minimum skills/experience required to succeed. We recognise that the below list is not exhaustive and candidates are encouraged to apply where they meet the majority of the essential criteria.

Category	Skills / Attributes	Essential (E) / Desirable (D)
Education and Knowledge	Understanding of a community development approach.	E
	Good understanding of the diverse needs of LGBTQ+ communities and cultural competence in working with LGBTQ+ people.	E
	Understanding of confidentiality and vulnerable adult protection duties	E
	Understanding of a range of mental health interventions and self-management techniques	E
	Understanding of marketing and promotion.	D
	Knowledge of statutory and voluntary sector health and support agencies.	D
	A recognised community education / community development / counselling / mental health qualification.	D
	Educated to degree level.	D

Experience		
	Experience of working with and providing support to vulnerable adults and people with mental health challenges, both in groups and one to one	E
	Experience of designing, delivering and facilitating workshops including on self-help, wellbeing and resilience	E
	Experience of monitoring and evaluation	E
	Experience of recruitment and management of volunteers	D
	Experience of planning, promoting and running events	E
	Experience of developing strong partnerships and joint working arrangements with other organisations	D
Skills and Qualities	Experience of planning and delivering training	D
	Excellent communication skills, both written and verbal	E
	A compassionate, understanding and non-judgmental approach to working with people	E
	Understand the importance of confidentiality and when it is appropriate to share confidential information	E
	Computer literacy with familiarity in using Outlook, Office, Zoom/Teams, etc.	E
	Ability to work as part of a team across the organisation, with volunteers and with sessional staff, as well as adept at using own initiative	E
	Excellent organisational and time management skills, able to manage, prioritise and plan in relation to service demands and own and others' workloads, whilst remaining responsive to clients and colleagues	E
	Capacity to provide leadership, mentoring and support to volunteers and sessional staff when required	E
	Ability to gather statistical information and produce high quality written work including evaluation and reporting	E
	Full, clean driving license	D
Personal qualities	Willingness to abide by LGBT Health and Wellbeing's policies and procedures.	E
	Use of internal supports including induction, supervision and incident reporting	E
	Punctuality, reliability, flexibility and integrity	E
	Proactive, motivated and enthusiastic	E

Recruitment Process

Deadline for applications: 5pm on Tuesday 26th August 2025

Shortlisted candidates contacted: by 6pm Thursday 28th August 2025

Interviews: In-person at our Glasgow office on Thursday 4th September 2025, between 10am-5pm

Applications will be reviewed as soon as they and we appreciate early applications to help us application as much time and consideration as

We ask you to be available for interview on will be as flexible as possible with regards to



are received give each possible.

that day and time.

Applications or enquiries should be emailed to Lauren Elder, our People Support Coordinator at lauren.elder@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 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 £30,341 FTE (based on 35 hours per week)

Flexible working

We recognise that since 2020 a lot about how we fit work into 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 a minimum of 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 a kitchen where lunch break can be taken.

Our **Glasgow office** is in Glasgow City Centre.

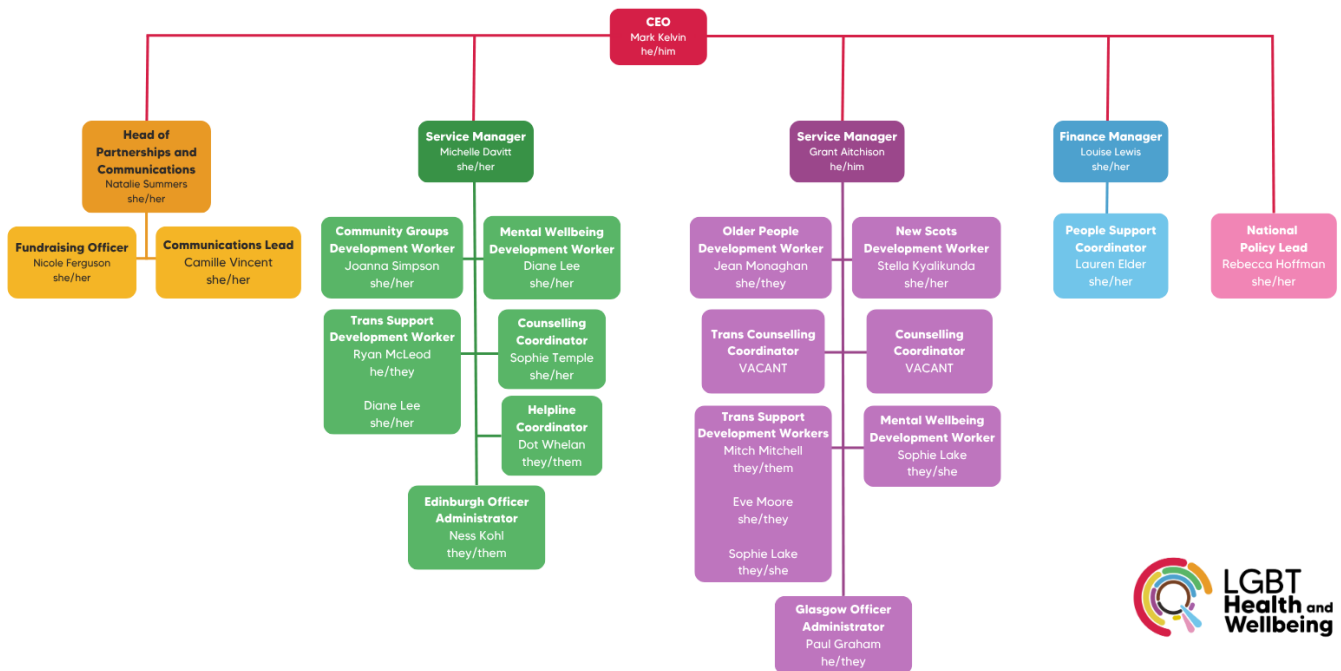
We will consider flexible working patterns, and have a number of staff working condensed hours or non-traditional patterns.

In addition...

- Access to a Group Personal Pension with a 6% contribution from the organisation.
- 35 days annual leave (pro rata) – 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.
- Service-related sick pay from day one.
- 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.
- Employee Assistance Programme, with anonymous access to an online wellbeing portal, advice, and face-to-face counselling.

Our Team

Organisational Structure



General Terms and Conditions of Employment

Salary

The salary for the post is £30,341. 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 35 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. 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 two 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 25 days per annum (plus 10 public holidays), all of which are 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.

Sick Pay:

If you are absent from work because of sickness or injury you will be entitled to Statutory Sick Pay, provided you meet the qualifying conditions:

- The employee does not earn a wage below the threshold for paying NIC
 - The employee has been ill for at least 4 days in a row (including non-working days)
 - The employee has commenced work with LGBT Health & Wellbeing
- The employee has not received their maximum entitlement to SSP in the last three years

The organisation operates a Sick Pay Scheme which provides for payment in addition to SSP.

The following provisions set out your contractual sick pay entitlement. You should clearly understand, however, that when payment of contractual sick pay is made this is inclusive of any SSP entitlement i.e. you are not entitled to both.

Your entitlement to Sick Pay is based on your continuous length of service with the organisation on the first day of absence on the basis of a rolling 12 month period. The rates of entitlement are as follows:

Length of Continuous Service	Sick Pay Entitlement
During first 3 months	Up to 2 weeks full pay; up to 2 further weeks half pay
3-12 months service	Up to 5 weeks full pay; up to 5 weeks half pay
After one years' service	Up to 13 weeks full pay; up to 13 further weeks half pay

The Sick Pay calculation will take into account any previous payments of Sick Pay made in the 12 months immediately prior to the first day of the current sickness absence.

Payment of organisational Sick Pay will not be made unless the organisation's procedures relating to the notification and certification of absence have been fully complied with. Please refer to the Absence Management Policy for further guidance.

Termination of employment is not prohibited from occurring prior to Sick Pay entitlement having been exhausted.

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.