



# **Inclusive Care Development Lead**

## **Candidate Pack**



# WELCOME

Thank you for your interest in joining LGBT Health and Wellbeing. This is a unique opportunity to lead one of the most ambitious pieces of work in our organisation's history.

For almost 25 years, LGBT Health and Wellbeing has worked alongside LGBTQ+ people across Scotland to improve health, reduce isolation, and influence the systems that shape our lives. Through our services, partnerships, and policy work, we've seen first-hand the difference that inclusive care can make, and the lasting harm caused when people feel invisible, misunderstood, or unsafe accessing health and social care. Increasingly, Scotland's first openly queer generation are talking about 'returning to the closet' later in life, after experiencing or fearing discrimination from health or care providers.

Despite growing awareness, there remains no nationally recognised standard for what good LGBTQ+ inclusive care looks like. As a result, experiences vary considerably depending on where someone lives, who provides their care, and whether staff have confidence and knowledge to respond appropriately. Too often, LGBTQ+ people, particularly trans and non-binary people, continue to experience discrimination, exclusion, and poorer outcomes.

LGBT Health are changing that. We are establishing Scotland's first LGBTQ+ Inclusive Care Standard: a co-produced framework that will define what inclusive care looks like, support providers to improve their practice, and influence how inclusion is understood, measured, and embedded across health and social care. This role will lead that work.

Working alongside LGBTQ+ people with lived experience, care providers, and national organisations and colleagues across LGBT Health and Wellbeing, you will shape a programme with the potential to influence policy, practice, and quality across Scotland. You'll bring people together, build partnerships, test new ideas, and help create a lasting legacy for future generations of LGBTQ+ people.

If you're excited by the opportunity to combine collaboration, innovation, and systems-change, and want your work to make a genuine difference to how care is experienced across Scotland, we'd love to hear from you!

## Our Values

### **Equality and Diversity**

Our team is inclusive and represents the community we serve. We engage with all sections of the LGBTQ+ community and our allies, and we celebrate diversity.

### **Respect**

We value everyone and treat people fairly. We are open, accountable, accepting, trustworthy and supportive.

### **Inclusivity**

We create services and spaces that are accessible and intersectional. We pay particular attention to people who have been historically excluded from support, and those facing multiple disadvantages.

### **Participation**

Our services are shaped by the communities they serve. We encourage, support, and empower people to get involved.

### **Collaboration**

We are not an island. We achieve more by working together, with our community and with partner organisations, to reach shared goals.

### **Excellence**

We aim to provide high-quality, innovative services that deliver the best results for our community.

# ABOUT US

LGBT Health and Wellbeing was established in 2003 to improve the health and wellbeing of LGBTQ+ people across Scotland. Today, we are Scotland's national charity for LGBTQ+ adults, working every day to make sure people have somewhere to turn, somewhere to belong, and somewhere they can be themselves.

We create spaces where LGBTQ+ people can find connection, support, and a sense of belonging. We provide services that help people through difficult moments, build confidence, and feel less alone. We use what we learn from our communities to influence the systems, services, and decisions that shape our lives.

Whilst we are known as 'LGBT' Health and Wellbeing, our work reflects the full diversity of our communities. We support people across the LGBTQIA+ spectrum, including queer, intersex and asexual people, as well as those who are questioning or exploring their identity.

Alongside our services, we play an active role in shaping change. We bring the voices and experiences of LGBTQ+ people into conversations with organisations and decision-makers, including the Scottish Government, helping to inform more inclusive policy, services and practice.

At the heart of everything we do is a simple aim: a Scotland where LGBTQ+ people thrive, no matter who we are.

## OUR STRATEGIC OBJECTIVES

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](#).



# THE ROLE

**Role Title:** Inclusive Care Development Lead

**Reports to:** Policy and Research Manager

**Hours per Week:** 36 hours (full time)

**Location:** Based in Edinburgh or Glasgow office with flexible working

**Salary:** £32,948

This is a rare opportunity to lead a piece of work that has the potential to transform how LGBTQ+ inclusion is understood, delivered, and measured across Scotland's health and social care system.

As our Inclusive Care Development Lead, you will design, develop, and implement Scotland's first LGBTQ+ Inclusive Care Standard. Working alongside LGBTQ+ people with lived experience, care providers, national partners, and colleagues across our organisation, you will create a practical framework that supports services to become safer, more inclusive, and accountable.

The role combines strategic leadership with meaningful community engagement. One day you may be facilitating co-production with LGBTQ+ elders, the next you could be working alongside care providers to pilot the Standard, meeting with national organisations to influence policy, or presenting learners to partners across Scotland.

You will lead the creation and implementation of a recognised Standard that influences how inclusive care is defined, assessed, and continuously improved. The work will contribute to better experiences for LGBTQ+ people today, whilst helping to shape the future of health and social care for generations to come.

We're looking for someone who enjoys bringing people together, navigating complexity, and turning ambitious ideas into practical change. If you're passionate about collaboration, systems change, and improving the lives of LGBTQ+ people, this is an opportunity to lead work with genuine national impact.



# THE ROLE

## PURPOSE OF THE ROLE

The way care is experienced by LGBTQ+ people shouldn't depend on where they live or who provides their support.

As our Inclusive Care Development Lead, you'll lead the creation of Scotland's first LGBTQ+ Inclusive Care Standard. You'll bring together LGBTQ+ people with lived experience, care providers, and national organisations to define what good, inclusive care looks like and help make it the norm across Scotland.

This is a role about bringing people together, challenging assumptions, building partnerships, and turning lived experience into lasting change. You'll help create a practical Standard, along with supporting resources, that improve services today, whilst influencing the systems, policies and expectations that will shape inclusive care for years to come.

## WHAT YOU'LL BE DOING

As Inclusive Care Development Lead, you'll lead the development and implementation of Scotland's first LGBTQ+ Inclusive Care Standard. This is a brand new post with an exciting aspiration so it's difficult to know exactly what a typical working week will look like, but it's likely to include:

### **Lead the development of the LGBTQ+ Inclusive Care Standard**

- Lead the design, development, and ongoing refinement of the Standard.
- Develop the framework, criteria, assessment process, and supporting resources that underpin the Standard.
- Ensure the Standard is evidence-based, practical, and capable of driving meaningful improvements in inclusive health and social care.
- Keep up to date with emerging evidence, legislation, and best practice to ensure the Standard remains relevant and credible.

### **Put lived experience at the heart of the work**

- Design and facilitate a meaningful co-production process with LGBTQ+ people, particularly trans and non-binary people and LGBTQ+ elders.
- Create opportunities for people with lived experience to shape, test, and strengthen the Standard throughout its development.
- Build relationships with community members and partners, ensuring a diverse range of voices and experiences are represented.

# THE ROLE

## WHAT YOU'LL BE DOING (CONTINUED...)

### **Build partnerships and influence change**

- Develop strong relationships with health and social care providers, supporting organisations to pilot and implement the Standard.
- Work collaboratively with national partners including the Care Inspectorate, Scottish Social Services Council, NHS Education for Scotland, HSCPs, and Scottish Government where appropriate.
- Represent LGBT Health and Wellbeing at meetings, events, and networks, promoting the Standard and encouraging wider adoption.

### **Manage the Standard and demonstrate impact**

- Develop and deliver the project plan, ensuring agreed milestones, outputs and outcomes are achieved.
- Monitor progress, manage project risks, and oversee the project budget.
- Collect evidence, evaluate impact, and share learning to support continuous improvement.
- Prepare reports for funders, senior leadership, trustees, and project partners.

### **Help shape the future of inclusive care**

- Identify opportunities for the Standard to influence policy, workforce development, and quality assurance.
- Contribute to the long-term sustainability and growth of the Standard, exploring opportunities for wider adoption across Scotland.
- Work with colleagues to ensure learning from the project informs the wider work of LGBT Health and Wellbeing.

### **Contribute to LGBT Health and Wellbeing**

- Work collaboratively with colleagues across the organisation, contributing to our values, culture and strategic priorities.
- Promote equality, diversity, inclusion, and anti-discriminatory practice in everything you do.
- Undertake any other duties reasonably required that are consistent with the nature and level of the post.

# WHO WE'RE LOOKING FOR

This is a role for someone who enjoys creating change.

You don't need to have developed a national Standard before (very few people will have), but you'll be excited by the opportunity to build something new, bring people together, and influence how health and social care works for LGBTQ+ people across Scotland.

You'll be equally comfortable listening as leading. You'll know how to work alongside people with lived experience, build trusted relationships across different sectors, and turn ideas into practical action. You'll be someone who can see the bigger picture while keeping projects moving forward and bringing others with you.

We're looking for someone who is curious, collaborative, and values-driven. You'll be motivated by improving people's lives, confident working with a wide range of stakeholders, and able to navigate complexity with empathy, professionalism, and determination.

Above all, you'll share our belief that everyone deserves to receive care where they feel recognised, respected and safe to be themselves.

## WHO YOU ARE

We're looking for someone who...

- Sees opportunities to create lasting change.
- Builds trust quickly, bringing together people with different experiences and perspectives.
- Values lived experience, recognising it as expertise that should shape decisions and drive improvement.
- Is comfortable with ambiguity, enjoying the challenge of creating something new where there isn't already a roadmap.
- Thinks strategically while acting practically, able to balance long-term ambition with day-to-day delivery.
- Communicates with warmth and credibility, adapting your style to work effectively with community members, frontline staff, and senior leaders alike.
- Enjoys collaboration, believing the best ideas are developed with others rather than in isolation.
- Is motivated by fairness and inclusion, and wants to improve how LGBTQ+ people experience health and social care across Scotland.

# YOUR EXPERIENCE

Your application will be assessed against the criteria below.

To give yourself the best chance of being shortlisted, please respond to each point in turn and include clear examples of how you meet it. Where possible, use specific evidence from your work, volunteering, or lived experience.

You do not need to meet every single criterion to apply, but the more relevant examples you can provide, the stronger your application is likely to be.

If written applications are not your preferred format, you are welcome to respond in another way, such as by video or voice note.

## ESSENTIAL

- Partnership working: Experience of building productive relationships and working collaboratively with a range of stakeholders, including community members, public sector organisations or third sector partners.
- Project Leadership: Developing or leading complex projects, programmes or initiatives involving multiple partners.
- Knowledge of Scotland's health and social care landscape, including the role of the Care Inspectorate, SSSC, NHS Education for Scotland and Integration Authorities.
- Co-production and participation: Experience of involving people with lived experience in designing, improving or evaluating services, projects or programmes.
- Communication and influencing: Excellent communication skills, with the ability to facilitate discussions, produce high-quality written work and influence a range of audiences.
- Understanding of LGBTQ+ inclusion: Knowledge of the inequalities experienced by LGBTQ+ people, particularly trans and non-binary people and LGBTQ+ elders, and a commitment to improving inclusive health and social care.
- Values: A collaborative, organised and reflective approach, with a commitment to equality, human rights and anti-discriminatory practice.

## DESIRABLE

- Experience of developing quality standards, accreditation schemes or improvement frameworks.
- An understanding of how organisational and systems change happens, particularly within health, social care or public services.
- Experience of working within or alongside LGBTQ+ communities.

# RECRUITMENT PROCESS

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.

Applications will be reviewed as soon as they are received and we appreciate early applications to help us give each application as much time and consideration as possible.

We ask you to be available for interview on that day and to be as flexible as possible with regards to time. All applicants who are invited to interview will be offered feedback by email or call.

## Interview Process and Timeline

Your interviewing panel includes:

- Mark Kelvin, CEO
- Rebecca Hoffman, Policy and Research Manager
- Natalie Summers, Head of Partnerships and Communications

The interviews will be held in our offices at 14 North Claremont Street, Glasgow, G3 8LE on Thursday 13<sup>th</sup> or Friday 14<sup>th</sup> August 2026. We will contact short-listed applicants by 5pm on Thursday 6<sup>th</sup> August 2026.

Offers of employment are subject to two references, a valid PVG check, and all staff are subject to our safeguarding policies, which ensure we provide a safe environment for everyone who engages with our services.

Please find details on **applying** on our [Vacancies](#) page. We invite you to provide your application in written or video form. If you record a video please follow the sections of the application form.

If you would like to discuss any element of the process please contact Lauren Elder, our People Support Coordinator, at [lauren.elder@lgbthealth.org.uk](mailto:lauren.elder@lgbthealth.org.uk).

## Important note re Use of AI

We recognise that Artificial Intelligence (AI) can be a useful tool in many workplaces, and at LGBT Health and Wellbeing we are actively exploring how to balance its use alongside our environmental, ethical, and green commitments. However, at this stage in the recruitment process, we ask that candidates do not use AI to support their application. Instead, we'd encourage you to trust your own voice and experience, and share examples from the heart. This will help us get a genuine sense of who you are and what you will bring the team and the role.



# CULTURE AND BENEFITS

## Salary and Working Patterns

We can offer a salary of £32,948, paid monthly in arrears, around the 4<sup>th</sup> Thursday of the month. The organisation strives to award an annual cost of living increase each year. This salary is inclusive of our 2026-27 increase. This is a full time role, working 36 hours per week, with a minimum of 30 minutes break for lunch each day (unpaid).

We are keen 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. Our current hybrid working policy asks that everyone in our team works from one of our offices, either Edinburgh or Glasgow city, a minimum of one day per week to help foster team connection and collaboration. Induction is in-person and you may be asked to be in the office more frequently initially.

## What We Offer

- 35 days annual leave, including public holidays.
- An additional two 'wellbeing days' per year.
- Long service recognition with additional annual leave awarded from year 3.
- Flexible working opportunities, including up to 30 days from overseas.
- TOIL policy, ensuring additional time off for any overtime worked.
- Access to comprehensive funded learning and development opportunities.
- Access to a Group Personal Pension with a 6% contribution from the organisation.
- Employee Assistance Programme, with anonymous access to an online wellbeing portal, advice, and counselling.
- Queer-led organisation. All of our staff and volunteers identify as LGBTQ+ or are an active ally
- We are a carer positive organisation and have a range of family friendly policies.

## Getting Started and 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. Prior to offer of employment we will require two satisfactory references and a valid PVG check.

## Pensions

After your first three months of employment you may be eligible to join our Standard Life pension 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.