

This post is funded by



In partnership with

THE NATIONAL LOTTERY
COMMUNITY FUND

To specifically to support communities through the COVID-19 crisis

About Lancashire LGBT

Founded in 2009, Lancashire is a pan-Lancashire charity supporting lesbian gay bisexual and trans (LGBT) people¹ and their families across Lancashire to be happier, healthier and better connected, through a range of activities. We also promote equality and inclusion of LGBT people by providing awareness training, research and consultancy, guidance for service providers and employers and through our Quality Mark award scheme.

Our core work involves supporting community members through the following activities:

- a support and information service for community members via email or by phone
- support and activity groups to improve health and well-being and reduce social isolation
- a flagship programme of support for trans people including a residential weekend followed by events and activities to ensure continued ongoing group and one-to-one support.
- counselling opportunities

We have a partnership with Leeds and York NHS Partnership Trust Gender Identity Service. We host their satellite clinic at our charity offices twice a month (currently suspended due to Covid-19 restrictions) and their Gender Outreach Worker, who supports local people on their waiting list, is embedded with us part-time.



Leeds and York Partnership
NHS Foundation Trust

Improving services and raising awareness: We support other local organisations across the Education, Health and Criminal Justice sectors to understand the needs of LGBT people better through consultancy and research. We regularly deliver training to raise awareness about the needs of LGBT people to ensure inclusive service provision – the most popular being our CPD accredited trans awareness package.

Our Chief Executive is a member of the UK Government LGBT Advisory Panel. He also chairs a

Trans Critical Friend group for Lancashire Constabulary. We have been members of project groups for many pan-Lancashire Joint Strategic Needs Assessments and often act in an



¹ We are inclusive of all people on the Lesbian Gay Bisexual Trans+ spectrum

SUPPORT WORKER

advisory capacity with the Midlands and Lancashire Commissioning Support Unit, local Hospital Trusts, local Education providers as well as Criminal Justice agencies.



ACHIEVED

Lancashire LGBT Quality Mark: We have our own 'kite mark' scheme to support organisations to be more inclusive of LGBT people as employers and as service providers.

Over 50 local organisations have participated in the last 3 years including Medical Centres, Health Trusts, Primary Care Networks and Voluntary Sector Organisations.





SUPPORT WORKER

Background to the role

The work of Lancashire LGBT is informed by evidence of need through consultation with local LGBT people. During the lockdown period of March 2020 we conducted an online survey to better understand the impact of the Covid-19 restrictions of LGBT people in Lancashire. We found that there was a huge negative impact on mental health and well-being, with many not able to be open about their sexual orientation or gender identity all the time at home. We also found that people were experiencing domestic abuse at home or hate crime when they went outside. Trans people on the medical gender transition pathway also experienced a delay in their care, with waiting lists (already very long before the pandemic) growing even longer.

Even before the pandemic, we knew that LGBT people are more likely to have poorer mental health, physical health and wellbeing than the rest of the population and are socially isolated. We have also seen an increase in people we support experiencing a range of issues including family rejection, poor mental health, low self-esteem, histories of abuse and hate crime, poor housing, and lack of understanding from mainstream service providers.

Overview of the role

Lancashire is a large county where LGBT people are geographically dispersed – so although we are based in Preston, we do not operate as a 'centre' that people come to for support. We have always operated in an agile way, engaging with people in different localities across the county. The support worker may need to work from home subject to the current restrictions. The role will involve primarily offering one-to-one support to LGBT people as well as liaising with other agencies. There will also be opportunities to engage with the wider LGBT population of Lancashire depending on the Covid-19 restrictions. For example, pro-active social media engagement and other online activities. We understand that work of this nature requires creative thinking and we are always open to new ideas!

The role may involve working predominantly with trans and non-binary people, so experience in this area will be an advantage.

If you would like to discuss this role further, please contact

Lewis Turner

Chief Executive

Lancashire LGBT

Derby House, Lytham Rd,

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JOB DESCRIPTION	
Job Title: Support Worker	<p>Grade: Delivery Salary: £16,290 (P.A) Hours: 22.5 (P.W) This post is currently funded for six months subject to further funding Closing date 12.am 22.11.2020 Interview date: 18.12.2020</p>
District: Lancashire	
Key Responsibilities	
1. Work as part of a team with partners and volunteers - acknowledge receipt of, show understanding of and work in accordance with all Lancashire LGBT policies, procedures and guidelines - carry out duties in a way which reflects that Lancashire LGBT is committed to equality of opportunity and anti-oppressive practices	
2. Attend and participate in any in-house or external training as may be appropriate in line with the staff training and development policy	
3. Prepare for and participate in line management supervision on a regular basis	
4. Maintain accurate and up to date client records on Lancashire LGBT system	
5. Prepare for and attend an annual appraisal with the Project Manager	
6. Adhere to time management procedures and prioritise your own workload as agreed through the supervision process in accordance with Lancashire LGBT policies and procedures	
7. Be responsible for the confidential maintenance of participant records and other relevant documents in line with Data Protection legislation	
8. Work in a way which promotes the safety and security of children and vulnerable adults and record and report any safeguarding concerns to internal safeguarding lead	
9. To undertake any duties commensurate with skills and agreed by the Chief Executive	
Key Duties	
1. Provide one-to-one support to beneficiaries based on an assessment of their needs	
2. Engage with local LGBT people via social media and in person (when appropriate)	



SUPPORT WORKER

3. Carry out outreach and inreach activities across Lancashire
4. Signpost individuals to relevant services
5. Work flexibly and responsively to engage with beneficiaries with complex needs
6. Build good working relationships with relevant service providers and external partners
7. Organise and facilitate LGBT peer support groups with volunteers
8. Support the Lancashire LGBT Practitioner Forum
9. Carry out monitoring and evaluation activities
10. Plan and organise community events with volunteers
11. Provide regular reports on activities and outcomes to Chief Executive
12. These duties may be modified from time to time to suit the needs of the charity

PERSON SPECIFICATION

Essential
1. Relevant qualification and/or experience
2. High standard of interpersonal skills
3. Experience of partnership and multi-agency working
4. Understanding of the disadvantage and/or discrimination many LGBT people experience, along with a strong understanding of professional boundaries
5. Experience of assessment and risk assessment
6. Experience of working with people with multiple and complex needs
7. Computer literacy and skills in Word, Excel, Word Press and online video conferencing platforms (for example Zoom and Microsoft Teams)
8. Ability to work both independently and within a team
Desirable



SUPPORT WORKER

1. Lived experience and/or knowledge of the issues and experiences of trans and non-binary people
2. Use of a car and willingness to travel
3. Experience in group facilitation

Appointment will be based on merit alone

Terms and conditions

- **22.5 hours per week**
- **15 days annual leave per year plus bank holidays pro rata**
- **Employers contributory pension – 5% of annual salary**