



Community Advocacy Service, Dorset

Community Advocate (Lesbian Gay Bisexual and Trans issues)

Hours: 37.5 per week (full time) Salary: £25,000 + 5% pension contribution
Based in: Dorchester, to cover Dorset, Bournemouth and Poole
Start date: By arrangement

Line manager: Intercom's Community Advocacy Project Manager (Andy Hunt)
Post funded for one year in the first instance

It is a genuine and determining occupational requirement for this position that the post-holder must be lesbian gay or bisexual. (Employment Equality (Sexual Orientation) Regulations 2003, section 7.2))

Job Purpose and Duties

As a member of the **Intercom** team, and working in partnership with the Dorset Race Equality Council Community Advocate, to—

- provide professional lesbian, gay, bisexual and trans community advocacy and helpline services within Dorset Bournemouth and Poole, including identifying people with advocacy needs;
- establish a credible, strong and confident advocacy service for LGBT people;
- undertake individual case advocacy;
- work positively with the Dorset Race Equality Council Community Advocate to promote the work of both Services and develop their shared ability to deliver to those who are in need;
- develop and maintain best practice standards and protocols for this service including signposting to relevant organisations when necessary;
- maintain monitoring and evaluation of all project activities, provide all required reports and analyses on time and to standard, and attend team meetings and training in Exeter or elsewhere in the South West peninsula as required;
- develop and maintain excellent working relationships with stakeholders across the

sectors, and contribute to training and strategic partnership activities with stakeholders as agreed with the Project Manager.

- develop links with other advocacy services both locally and regionally.

This job description outlines the duties required for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

Person specifications

The successful candidate will be a Lesbian, Gay or Bisexual person who can demonstrate wide, deep and inclusive understanding of the issues of isolation, social prejudice and exclusion that can affect LGBT people in the South West peninsula, and will have:

- An excellent track-record of similar work involving client-based advocacy (possible examples: voluntary or community sector advocacy, social work, law centre, Citizens' Advice), including sound evidence of working within operational protocols;
- A demonstrable ability to meet the highest standards of confidentiality, client-care, and the preparation, delivery and documentation of casework;
- A friendly flexible and inclusive attitude and the ability to work well as a member of a team;
- appropriate and evidenced helpline experience and skills;
- excellent communication skills including empathy and objectivity;
- Initiative, good research skills, and the ability to plan effectively and to deliver to deadlines;
- Ability to set priorities and work to them while remaining responsive to events;
- A good knowledge of relevant resources in the South West peninsula and nationally, or the ability to research and become familiar with them in minimal time after coming into post;
- Competency in ICT such as Microsoft Office and the ability to use spreadsheets and databases, or the ability to acquire such skills in minimal time after coming into post ;
- Access to a car available for use in the post, ability to travel within Dorset Bournemouth Poole and Devon, and ability to visit service-users where necessary in their homes (but always under Intercom's standing protocols).

- Ability to work flexibly including outside of normal office hours if required.

The above job and person specifications will be tested at the application, interview and scenario phases of the recruitment process.

All offers of employment at The Intercom Trust are subject to a satisfactory enhanced CRB

(police) check, but we do not discriminate on grounds of irrelevant criminal convictions or convictions for offences arising solely by reason of the employee's homosexuality which would not be considered an offence of heterosexuals.

The Intercom Trust is striving to be an Equal Opportunities employer and service-provider. We make all reasonable adjustments so as to enable as many staff and potential staff, volunteers, and other supporters as possible to have full access to the Trust and its activities. The Dorchester premises are wheelchair-accessible, but we deeply regret the fact that our current Exeter headquarters cannot be made accessible to wheelchair users. If you would like further information or help about access, please contact Michael Halls, the Executive Director, at the Trust's offices (below).

Contact details:

Intercom's main office: 01392 201015

e-mail: recruitment@intercomtrust.org.uk

website: www.intercomtrust.org.uk

application pack: www.intercomtrust.org.uk/recruitment

Completed application forms must be returned by post addressed to:

Recruitment (DA), The Intercom Trust, PO Box 285, Exeter EX4 3ZT

and must be received **by 5 p.m. on TUESDAY 13 APRIL.**