



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

Helpline, Support, and Advocacy Worker

Hours: 21 per week (0.6 FTE)

Salary: £27,300 pro rata + 5% pension contribution p.a.

Based in: Plymouth

Start date: 2 January 2020 (1 year fixed term contract)

This post is funded by The Big Lottery Fund.

Intercom is also funded and supported by Devon and Kernow CCGs.



Job Purpose and Duties

As a member of the **Intercom** Helpline, Support, and Advocacy (HSA) team, based in our Plymouth office, you will be expected to —

- Provide professional LGBT+ community helpline, support, and advocacy services within Plymouth, and elsewhere in the South West as required on an occasional basis.
- Manage a complex client load including working with victims of hate crime, family support, and clients with a variety of health & wellbeing needs.
- Work in partnership with Devon agencies and initiatives to raise awareness of the service, and of LGB and Trans+ and NB community profiles and community needs in Devon.
- Develop and maintain excellent working relationships with stakeholders across the sectors, including Schools and contribute to training.
- Contribute to other Intercom team activities as required, such as facilitating Intercom Trust support groups, Pride events, providing training sessions for external agencies.
- Maintain the central helpline.
- Help to develop and maintain best practice standards and protocols for this service.
- Maintain project monitoring and evaluation systems, and provide all required reports and analyses on time and to standard.
- Attend team meetings and training at the Exeter office or elsewhere in the peninsula as required.

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 does not change the general character of the job or the level of responsibility.

Person specifications

The successful candidate will be able to demonstrate knowledge and an inclusive understanding of the life-issues that can affect lesbian gay bisexual and trans+ people in Devon, and will have:

- An excellent track-record of similar work involving client-based support (possible examples: voluntary or community sector advocacy, social work, law centre, Citizens' Advice).
- Experience of helpline or telephone-based client work is desirable.
- A demonstrable ability to provide supportive client-care, and meet the highest standards of preparation and delivery of casework, including appropriate management of confidentiality, and safeguarding of vulnerable Adults, Children, and Young People.
- Excellent communication skills, with the ability to appropriately communicate in a variety of forms (in person, telephone, letter/email, text) with clients of all ages, family members, other professionals, and services.
- Initiative and accuracy in the preparation, delivery and documentation of casework, and the ability to plan effectively and to meet deadlines.
- Computer skills in Microsoft Office (Windows, Outlook, Word, and Excel, Access and monitoring systems),
- A good knowledge of relevant resources, in Devon, the South West peninsula and nationally, or the ability to research and become familiar with them in minimal time after coming into post.
- Access to a vehicle available for use in the post, ability to travel, and ability to visit service users in their homes (where necessary, and always under Intercom's standing protocols).
- A flexible and inclusive attitude at work, as well as the ability to work well independently and as a positive member of a team.
- A personal passion for LGBT+ equality and well-being, supported by a professional approach and excellent interpersonal skills.

All offers of employment at Intercom are subject to a satisfactory enhanced DBS (police) check, but we do not discriminate on grounds of irrelevant criminal convictions.

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.

We regret the fact that our current Exeter office cannot be made accessible to wheelchair users.

If you would like further information or help about access or about this post, please contact Paul Dawson, the Office Manager, or Andy Hunt, the Chief Executive Officer, at the Trust's offices below.