



Welcome!

Welcome to the intercom Trust – you are on your first step towards becoming part of the team.

We are now one of the largest LGBT+ charities in the UK. This growth has come about due to of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

Our Values

Intercom is a community-led LGBT+ specialist organisation that:

- has high professional standards;*
 - promotes equality and justice;*
 - is confidential and trustworthy;*
 - is transparent and has integrity;*
- is fair, inclusive, non-judgemental, and respectful of difference.*

Our Vision

Working together to build a South West where people respect, celebrate and engage with diverse sexual orientations and gender identities; and where LGBT+ communities live with real equality.

We provide direct help, support and advocacy to more than 2,500 individuals per year (and rising year on year) through our different projects, helpline, direct one-to-one support and our group work. We also have our dedicated LGBT+ domestic abuse and violence Safer Rainbow Project, and our dedicated schools workers who provide a safe space in more and more schools every year. Our counselling project provides therapy from our three offices in Exeter, Plymouth and Truro. Our YAY (Young and Yourself) LGBTQ+ youth group runs from our Truro office. We provide more CPD accredited training and consultation than ever before.

I am so proud of our amazing, passionate, committed and dedicated team of staff and volunteers, who make a real difference to the lives of the people we work with.

I believe Intercom is a fantastic charity to work for, a place where you can be your authentic self; we know that without our amazing team thriving, the trust would not thrive and grow to meet the demands of our ever growing client base. We have worked hard over the years to make Intercom Trust what it is today, and we continue to grow and develop to meet the needs of our fabulous communities.

Thank you for your interest and I look forward to receiving your application to see the skills and experience you can bring to our team.



Andy Hunt
CEO

www.intercomtrust.org.uk



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

Registered charity 1171878

LGBT+ Independent Domestic Violence Advisor/ Independent Sexual Violence Advocate Safer Rainbow Project

LGBT+ Independent Domestic & Sexual Violence Advisor (IDVA/ISVA)

Safer Rainbow Project

Hours: 35 per week

Salary: 26,500 + 5% Pension contribution p.a

Based in: Exeter (county-wide role covering all of Devon, including Torbay and Plymouth)

Start date: May/June 2026

Holiday: 20 days per annum plus public holidays (rising 1 day per year up to 25 days)

This is a well-established service delivering specialist domestic abuse support to LGBT+ people across Devon. The successful candidate will play a key role in driving the continued development of the service and shaping the role in response to emerging needs. The post includes providing direct support to LGBT+ individuals experiencing domestic abuse and supporting external organisations through training, guidance, and strategic networking.

Project Overview

The Safer Rainbow Project enhances the provision of specialist domestic abuse and sexual violence support to lesbian, gay, bisexual and trans+ people across Devon.

The LGBT+ Independent Domestic & Sexual Violence Advisor (IDVA/ISVA) delivers specialist, independent advocacy to LGBT+ individuals experiencing domestic abuse and/or sexual violence. The role combines recognised IDVA and ISVA functions within a single integrated post, ensuring survivors receive coordinated, trauma-informed, risk-led support across both areas of harm.

The role supports victims and survivors, including those experiencing complex trauma. Training in trauma stabilisation interventions and other relevant practice areas will be available as required.

Job Purpose and Duties

As a member of Intercom Trust, working across Devon and reporting to the Senior Management Team, the LGBT+ IDVA/ISVA will:

Specialist Casework & Independent Advocacy

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Registered charity 1171878

- Provide and promote a professional LGBT+ independent domestic and sexual violence advice service across Devon.
 - Manage a complex caseload, delivering specialist advocacy, practical support, and risk management for LGBT+ victims and survivors of domestic abuse and/or sexual violence, this will also include facilitation of group-based support sessions.
 - Deliver trauma-informed, survivor-centred interventions, including crisis response and longer-term safety planning.
 - Complete DASH (Domestic Abuse, Stalking and Harassment) risk assessments and other appropriate sexual violence risk and needs assessments.
 - Develop and implement robust, individualised safety and support plans addressing risks associated with domestic abuse and sexual violence.
 - Provide independent sexual violence advocacy to survivors of recent and non-recent sexual violence, including rape, sexual assault, and sexual abuse.
 - Support clients to access Sexual Assault Referral Centres (SARCs), forensic examinations, and specialist health services where appropriate.
 - Liaise with police domestic abuse and sexual offences teams, and other criminal justice agencies, to support clients through investigation and prosecution processes.
 - Provide court preparation and support, including advice regarding Special Measures and victims' rights.
 - Attend and contribute to MARAC (Multi Agency Risk Assessment Conference) meetings and other relevant safeguarding forums.
 - Provide information and support relating to sexual health, consent, sexual and reproductive wellbeing, and healthy relationships within a safeguarding framework.
 - Work in line with Intercom Trust safeguarding policies and local safeguarding partnership procedures.
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Partnership & Awareness

- Maintain and strengthen referral pathways between domestic abuse services, sexual violence services, sexual health providers, criminal justice agencies, and LGBT+ community organisations.
 - Increase public and professional awareness of LGBT+ domestic abuse, sexual violence, consent, and healthy relationships.
 - Work collaboratively with Devon agencies and community groups to ensure inclusive and culturally competent responses to LGBT+, trans+, and non-binary survivors.
 - Develop and maintain effective working relationships with stakeholders across statutory and voluntary sectors.
 - Deliver training and awareness-raising sessions as required,
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Monitoring, Quality & Compliance

- Deliver specialist independent advocacy in line with recognised national IDVA and ISVA standards and best practice guidance.
- Maintain confidential and accurate case records in line with GDPR, safeguarding, and organisational requirements.
- Contribute to monitoring, reporting, and evaluation requirements linked to funding.
- Attend Intercom team meetings, supervision, and relevant multi-agency meetings as required.

This job description outlines the duties required to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may vary without changing the general character or level of responsibility of the role.

Person Specification

The successful candidate will demonstrate knowledge and an inclusive understanding of the life issues that can affect lesbian, gay, bisexual and trans+ people in Devon.

Essential

- A strong commitment to LGBT+ equality, inclusion, and wellbeing, supported by a professional and ethical approach.
- Experience of supporting individuals experiencing trauma, vulnerability, or crisis including (but not limited to) domestic abuse and/or sexual violence.
- Demonstrable ability to deliver trauma-informed, survivor-centred support.
- Experience of risk assessment, safety planning, safeguarding, and multi-agency working.
- Knowledge of safeguarding frameworks and an understanding of domestic abuse and sexual violence legislation and criminal justice processes, or willingness to develop this knowledge through training.
- Excellent communication and advocacy skills.
- Ability to manage a complex caseload and prioritise effectively.
- Competence in maintaining accurate case records and monitoring systems.
- IT skills including Microsoft Office (Windows, Outlook, Word, Excel).
- Knowledge of relevant services in Devon, or ability to build strong local knowledge within an agreed timeframe.
- Access to a vehicle and ability to travel county-wide across Devon.
- Ability to work independently and collaboratively within the Intercom Team.

Desirable

- IDVA and/or ISVA accreditation.
- Experience of supporting LGBT+ survivors of sexual violence.
- Experience of delivering training/awareness sessions, and/or group support sessions.

Training and accreditation relevant to IDVA and/or ISVA functions will be supported where required, which may include a training agreement with Intercom Trust. Where accreditation is not already held, the successful candidate will be supported to achieve relevant qualifications within an agreed timeframe.